

Accenture Human Services Suite

Delivering compliance and reducing risk, while providing an integrated foundation for better citizen service



American state governments continue to maneuver through the complexities of the Affordable Care Act (ACA), working to achieve compliance with the law while federal funds are available to assist them. However, implementing or updating solutions that help determine eligibility of citizens for federal programs and then connect people to the right resources to meet their needs is a daunting challenge from both a technology and process point of view.

States are at different stages of their overall journey. Some have barely started implementing new solutions; others are on their way but are behind schedule; still others are finding that the vendor-supplied systems they have recently rolled out are not, in fact, performing adequately.

For all such state governments, Accenture offers a field tested integrated eligibility solution, the Accenture Human Services Software Suite. Combining a service-based technology platform with a benefits management system for caseworkers and a self-service portal for citizens, the Accenture Human Services Suite is already running successfully in several states.

Why did these states choose Accenture? Based on more than 30 years of experience in software solutions, and fueled by deep knowledge of health and human services, the Accenture Human Services Suite is both comprehensive and designed from the start to be fully integrated across multiple services, providing a solution that can be delivered faster and at less risk.

Perhaps most important, the suite of solutions creates a flexible foundation from which states can achieve better information-sharing between their assistance programs, reducing waste and fraud while ultimately improving the lives and welfare of citizens.

In short, Accenture helps states address their compliance needs today, while preparing them for a better tomorrow with a technology and software platform that can more readily change and grow as they do.

Functionally rich and integrated software products

The Accenture Human Services Suite is implementation-ready. Its out-of-the-box components are pre-configured and pre-tested to help states “hit the ground running” and meet their pressing deadlines. Our pre-built workflow and program rules content is pre-populated with state and federal rules that help save time and cut costs.

The Integrated Eligibility solution includes these software products:

Accenture Public Service Platform

The Accenture Public Service Platform is a service-based technology platform that helps public agencies—from human services and pension to revenue and administrative agencies—manage a wide array of citizen services in an integrated way, reducing technology and management costs while simultaneously improving service delivery.

With more than 50 pre-built technical services, frameworks and adapters ready to use, the Accenture platform enables rapid implementation along with the flexibility needed to address the unique requirements of an agency’s specific environment.

The comprehensiveness and flexibility of the Accenture Public Service Platform helps agencies link services and systems in an integrated fashion. Considerable investments have been made in existing systems and essential information still resides in them; the Accenture Public Service Platform enables connectivity with those systems even as agencies evolve their technical architectures in the future.

To learn more visit
www.accenture.com/APSP



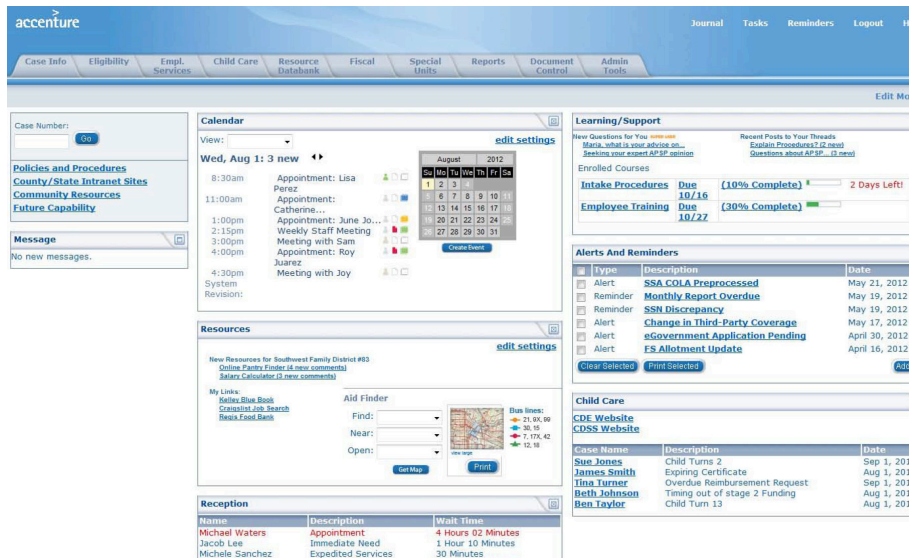


Figure 1: Accenture Benefits Management System

Accenture Benefits Management System

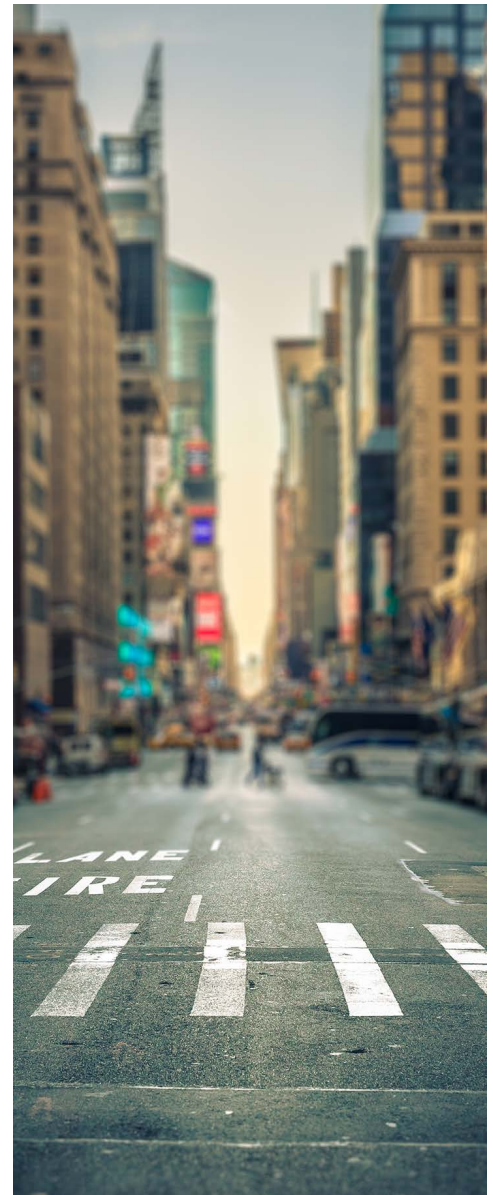
The Accenture Benefits Management System is an integrated, flexible, citizen-focused solution supporting a range of public assistance and social welfare programs. Built on Accenture's extensive experience in human services, the system helps agencies to streamline case management and automates eligibility assessment, increasing case worker efficiency. With a complete view of individual and family history and an easy-to-use interface, case workers can better serve citizens, at reduced cost and with fewer errors. Unlike other benefits systems with table-based rules that are tightly coupled with code, the business services, rules, portlets and other components of the Accenture Benefits Management System are integrated through the Accenture Public Service Platform using SOA standards and principles. This helps speed implementation and reduce total cost of ownership. Also, by enabling easy and rapid configuration and maintenance to address users' changing needs as they arise, the system helps agencies evolve as technologies and services evolve. **To learn more visit www.accenture.com/ABMS**

Filling a void in the marketplace of eligibility systems

State executives have been challenged for years by vendors' technology solutions that do not live up to their promises, especially in the marketplace of eligibility systems.

Customized software has often been prohibitively expensive. In other cases, states have attempted to re-use systems developed in other jurisdictions to fit their needs, an approach fraught with risk, as every state and agency has unique needs. To fill this void in practical solutions, Accenture has leveraged its extensive experience in the health and human services arena—including successful, large-scale implementations in 33 US states and 25 countries—to create an integrated eligibility solution, the Accenture Human Services Suite.

As a configurable product, the suite makes it easy to incorporate your way of doing business—your business and eligibility rules as well as your processing needs.



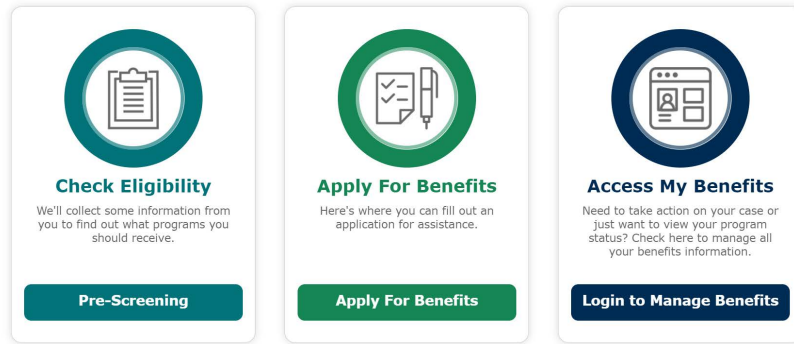


Figure 2: Accenture Citizen Self-Service Portal

Accenture Citizen Self-Service Portal

The Accenture Citizen Self-Service Portal enables citizens to assess their own eligibility for benefits, submit applications and keep their records up to date with simple-to-use online tools. The portal meets the needs of both the public and the agency by offering a secure, public-facing portal that collects the data needed to assess a citizen’s eligibility for a variety of social programs. The portal can reduce costs for the agency and support better service, while also promoting citizen self-sufficiency and awareness, enhancing outreach, and providing a new, secure channel through which citizens can interact and share information with their case workers. **To learn more visit www.accenture.com/ACSSP**

Benefits of the Accenture Integrated Eligibility Solution

Unlike many other eligibility systems in the marketplace, the Accenture Human Services Suite has been designed to address the urgent needs of states to achieve compliance with the Affordable Care Act—reducing costs and risks.

The Accenture Benefits Management System and Accenture Citizen Self-Service Portal include out-of-the-box functionality that allows agencies to achieve ACA readiness, including:

- Single streamlined application approved by the Centers for Medicare and Medicaid Services
- Pre-built Modified Adjusted Gross Income (MAGI) eligibility rules
- Real-time eligibility determination/automatic application processing
- Pre-built interfaces with the Federal data hub and other state and federal systems

Accenture continues to work closely with CMS to develop the capabilities in our Human Services suite to support these federal policies, enabling medical coverage for an expanded population. At the same time, although the Human Services suite serves agencies’ short-term needs, the states that have chosen to implement our integrated solution did so because they also took a longer view—understanding that the solution is flexible and configurable, enabling changes over time that can help them improve services to citizens in a more comprehensive way.

What makes Accenture Products & Platforms different?

We offer agencies several important technical, compliance and implementation benefits:

- **Ease of use:** Accenture Products & Platforms solutions are designed to be quick for agency staff to learn and are well supported by realistic training scenarios to get staff ready for change at speed.

- **Ability to integrate across agencies:** Our solutions are built on a foundation of SOA principles and come standard with pre-built interfaces and connectors for common cross-agency needs, maximizing data sharing across program boundaries. In addition, the solutions are built around common client identification services, facilitating the resolution of data about the same recipient in multiple systems.
- **Compliance with existing and emerging standards:** Our software is aligned with industry technology standards (OASIS, WC3, WS*) and government standards including MITA, NIEM, NIST, FTRM and others. Open standards help prevent proprietary vendor “lock in” and facilitate sharing.
- **Maximizing the value of existing investments:** Our vendor-independent architecture can enable agencies to swap or upgrade vendor components over time without having to abandon applications built on top of them.
- **Implementation-ready, designed and built for speed:** Our out-of-the box components are pre-configured and pre-tested to help agencies “hit the ground running” and meet their pressing deadlines. Our pre-built workflow and program rules content is pre-populated with state and federal rules that help save time and cut costs.
- **Maximum flexibility:** Solutions can be configured rapidly to support both current and future needs in an integrated way, reducing technology and management costs while simultaneously improving service delivery.
- **Lower total cost of ownership and reduced maintenance costs:** Our Products & Platforms includes robust configuration tools that make it cost effective to implement and to keep up-to-date with policy and regulatory changes.



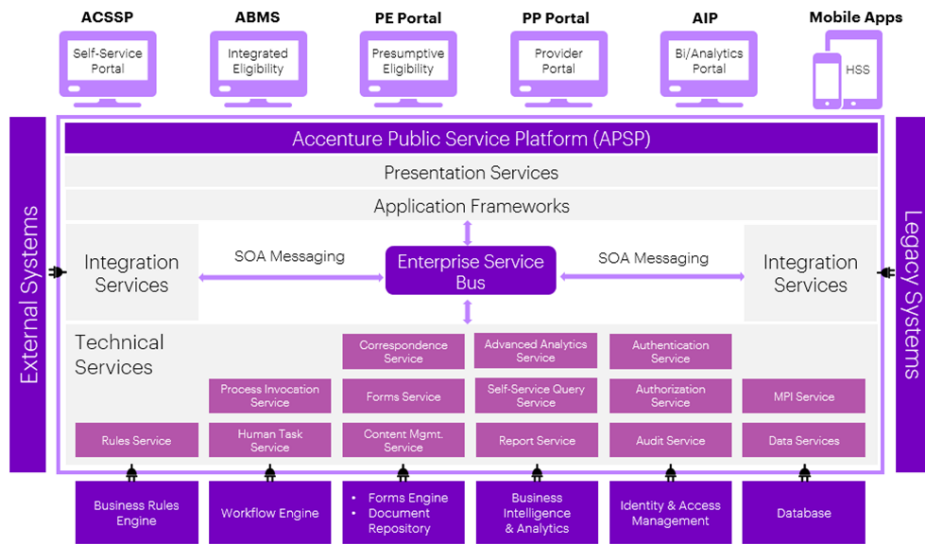


Figure 3: Accenture < i a Ub GYfj JMYgGi JhY

Meeting citizens’ and states’ eligibility needs—for today and for tomorrow

The Affordable Care Act continues to present many challenges to state executives. As they work with existing technology and software solutions to meet those challenges, executives are increasingly searching for eligibility systems that have been proven to work elsewhere, but are also adaptable to their unique needs.

The Accenture Human Services Suite provides that important combination: already implemented successfully and yet readily configured for the eligibility rules and technology environment of any state. In addition to addressing states’ urgent needs, the suite’s integrated capabilities also support sharing of information across agencies, enabling case workers to “connect the dots” among the services for which a citizen is eligible—ultimately helping deliver better service for citizens and better outcomes for government agencies.

About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 514,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.

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