

Accenture Benefits Management System

A modern, integrated approach to eligibility determination and benefits administration



Health and human services agencies are striving to **improve services to their clients** despite decreasing budgets, growing service demands and significant policy changes. Agency IT departments struggle with the need to modernize systems, consolidate client information to provide better cross-program support to families, and meet Affordable Care Act (ACA) mandates for integrated eligibility systems.

Policy-makers continue their focus on improving outcomes and decreasing overall program costs by accelerating a family's path to self-sufficiency. This combination of objectives threatens the viability of many aging legacy systems used by these organizations.

The Accenture Benefits Management System (ABMS) is an innovative, flexible, and client-focused solution for a range of public assistance and social welfare programs. Built on three decades of Accenture's Human Services experience, ABMS helps agencies streamline case management, increase worker efficiency, and better serve families, while reducing costs and error rates. It does this by establishing better integration across programs and automating eligibility assessment.

ABMS is an easy-to-use, ACA-compliant integrated eligibility solution that comes with pre-configured Modified Adjusted Gross Income (MAGI) rules, and includes support for multiple programs such as SNAP, TANF, and Medicaid. Scalable and flexible, ABMS can be implemented across programs, agencies and departments, helping to lower total cost of ownership.

Holistic view of family needs
ABMS is a component of the Accenture Human Services Suite that also includes the Accenture Public Service Platform (APSP) and the Accenture Citizen Self-Service Portal (ACSSP). Implemented together these products provide field-tested technologies that allow human services professionals to view the needs of a family holistically, across multiple programs and services.

ACA features
ABMS includes out-of-the-box functionality that helps agencies support Affordable Care Act (ACA) compliance, including pre-built MAGI eligibility rules and automatic application processing. Pre-built interfaces with the Federal Data Services Hub and other state and federal systems allow ABMS to perform automatic and manual verifications of applicant-provided data.

Accenture continues to develop the capabilities in our Human Services Suite to support ACA-related federal

policies, facilitating medical coverage for an expanded population. Our suite of products is built to easily adapt to changing legislation and policy requirements.

Automatic application processing
Integration with the self-service portal, ACSSP, increases caseworker productivity through automatic application processing. If an online application meets certain criteria, it goes through "no-touch processing" – eligibility determination without caseworker intervention.

Using ABMS, Ohio implemented an integrated eligibility system in less than 8 months and an industry-leading no-touch process – to date, handling over 50,000 applications without worker intervention.

Easy configuration and maintenance
ABMS is based on SOA standards and principles. Instead of being tightly coupled and entangled with code, system components (such as business services and rules) are kept separate from the code for easy configuration and maintenance – allowing quick updates in the future to meet program changes. This modular structure allows incremental updates that significantly reduce the cost and risk associated with full-scale



Key Features:

- Integrated and streamlined case management
- Multi-program support
- Automated eligibility determination/no-touch processing
- Easy integration with legacy systems
- ACA-compliant MAGI rules, streamlined application processing, and Federal Hub interface

Key Benefits:

- Increased caseworker efficiency
- Lower Total Cost of Ownership
- Easy-to-maintain rules and automated workflows
- Fast implementation
- Support for ACA requirements out-of-the-box

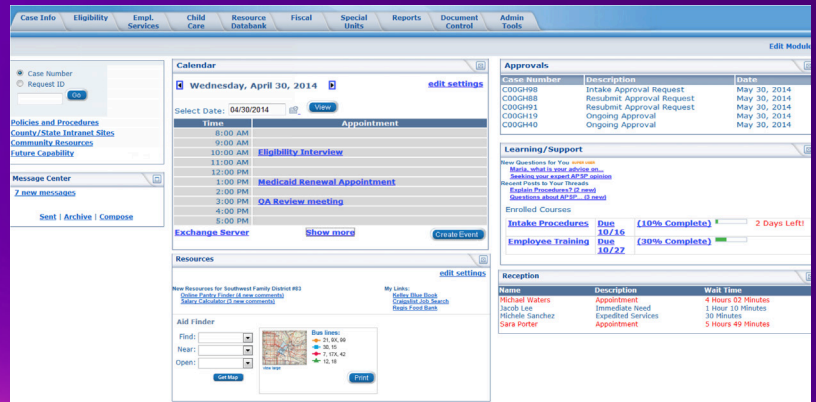


Figure 1: Customizable ABMS homepage allows easy navigation

system replacement, or the often costly changes that agencies have come to expect with their legacy systems.

As part of our easy-to-use commercial workflow component, business processes and workflows are used to help speed configuration changes. This approach allows ABMS to be tailored quickly and easily for specific counties, offices, or worker roles, and makes updates to business processes simple. The result is a product that can be configured differently for specific case-processing scenarios, all within the same system.

Flexible application processing and case management

ABMS utilizes multiple ways to process applications and data, including automatic and manual methods. Using the self-service portal, applicants can submit applications, recertification and changes electronically, and the data is transferred directly into ABMS. This integration improves accuracy and worker efficiency by reducing data entry and processing time.

In addition, ABMS uses a case-based structure to provide easy access to current and historical data. The integrated case structure allows authorized workers to view multi-program information on one screen.

Intuitive data collection screens guide the worker through detailed household and financial questions.

An optional “to-do list” prompts the worker to visit additional screens based on responses to key questions. ABMS tracks and stores eligibility and financial information for each applicant, including the history of each authorized eligibility result. ABMS also includes hundreds of pre-configured and pre-defined forms and notices (NOAs) that are dynamically generated and printable locally or through centralized printing.

Integrated eligibility solution

The automated Eligibility Determination and Benefit Calculation (EDBC) process compares the case data with the policy rules from the rules engine to determine household and/or individual eligibility. The rules engine enforces the appropriate policy for each program. Our rules-driven system helps agencies comply with federal mandates to help ensure that only those deemed eligible receive benefits. Reducing incorrect eligibility determinations helps agencies reduce the risk of fraud and verify benefits go to those that need help the most.

Integration with ACSSP establishes secure, electronic communication with applicants by posting notifications to the individual’s secure Message Center, displaying real-time pending verifications needed in ABMS, and allowing applicants to upload necessary documents. Increased communication and automation drives efficiencies and applicant satisfaction.

Putting families first

Many agencies are moving toward higher performance through integrated delivery approaches that center on a family’s needs in order to provide individuals with the right services at the right time with the right outcomes, regardless of the systems required to provide the support. These agencies rely on Accenture’s policy and business understanding, technical know-how and experience to realize their family first vision. The Accenture Benefits Management System, Accenture Citizen Self-Service Portal, and Accenture Public Service Platform are instrumental in making this vision a reality.

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. Visit us at www.accenture.com

