# Integrated Eligibility Services

Simplify the eligibility experience for your Health and Human Services (HHS) programs

**Optum**

# A better customer experience and greater operational efficiency

## Reduce inefficiencies and improve client experiences through a single eligibility process scaled to your program needs

Optum® Integrated Eligibility Services take an enterprise-wide view of the multiple programs your clients may need and creates a "single front door" for them to enter. Our expertise and experience with Health and Human Services (HHS) data and programs enable us to integrate your systems to provide a seamless eligibility experience for clients and cross-agency visibility to your staff. Our approach scales to demand, enhancing cost-effectiveness and efficiency.

## Solution components

Our modular, integrated eligibility platform is focused on providing an efficient and trustworthy experience. Our approach is scalable, allowing programs to be added when needed, to maintain a single integrated solution for all programs. Modules include:

- **Intake assessment module.** The module features a single, online client application for all HHS programs, including Medicaid, both MAGI and non-MAGI, SNAP, TANF, CHIP and qualified health plans, enabled with SSA, federal DSH, IRS, and more. Clients experience a streamlined, user-friendly registration and change-of-circumstance processes that save time and reduce the likelihood of error. This module also supports automated eligibility determination, where allowed, which means less staff time spent sorting through applications and enrollment processes, freeing up staff to work on complex cases.

- **Enrollment module.** This module allows for real-time processing and enrollment management, including overrides, re-determinations, renewals and more, and integrates with the qualified health plans unique to each state. We can integrate with or incorporate your current state-based exchange to provide a more seamless eligibility and enrollment experience for beneficiaries.

- **Eligibility determination module.** This is a configurable rules engine pre-loaded with federal rules for HHS programs, including Medicaid, SNAP, TANF, CHIP and QHP, that may be adjusted to meet state interpretation while accommodating state-specific rules. This module can also be used for benefit screening as well as full eligibility determination.

- **Benefit management module.** This agency portal user interface allows case workers to manage their daily work through a configurable dashboard and workflow tool. This module enables staff to view case and client application details and manage the complete lifecycle of the case, from determination, change of circumstance and more.
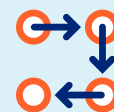
### Our modular platform allows you to:

- Roll out capabilities incrementally, providing time to address organizational change management while gaining immediate processing benefits

- Incrementally incorporate programs to minimize the impact of change

- **Qualified health plan shopping and plan management module.** This module provides the additional functionality necessary to fully administer and manage qualified health plans with the eligibility system. It also provides shopping functionality for consumers to identify and compare plans, as well as determine qualifying tax credits through integration with federal and state systems.
- **Reporting and analytics module.** Cross-program metrics provide insights into such issues as eligibility versus enrollment, potential fraud, waste and abuse, caseload assignment comparison, and the impact of staff changes. Our approach integrates data from all agencies and programs — including SNAP, TANF, Medicaid, child support, child welfare and more — into one repository to create a single source of truth. This approach facilitates the gathering and reporting of analytics, leading to improved processes and services, and an understanding of multiprogram service use and costs.

## Advantages of Optum Integrated Eligibility Services:

**Client-centric application,** with an initial questionnaire that is dynamic and responsive to an applicant's earlier answers, helping to better understand each individual's situation and all needs.

**Better outcomes,** by leveraging reporting and analytics capabilities from integrated data sources for all programs in which the client participates.

**Streamlined eligibility administration,** using the Optum pre-built, services-based solution, can be configured to your state, and integrates benefit management functions within the same tool.

Our integrated eligibility solution improves program administration and helps reduce administrative burden.

# We understand HHS programs and have a history of success

Optum has a record of delivering successful integration services to state and federal HHS agencies, on time and on budget. We have helped HHS offices turn around projects and successfully deliver results in highly complex situations with tight timetables.

- Optum works with 41 state agencies and the District of Columbia, providing technology, analytics and health and human services in support of many programs, including SNAP, Medicaid, childcare, WIC, behavioral health, individuals with intellectual and developmental disabilities, and more.

- Because our company's primary focus is HHS program integration and data analytics, we have extensive expertise and insight into the data needed to address the program issues of today — and the vision to help address the challenges of tomorrow.

**To learn how Optum can help streamline eligibility and enrollment for your state, contact us at:**

optum.com/stategovcontact

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