



# INTEGRATED ELIGIBILITY OFFERING FOR HEALTH AND HUMAN SERVICES ORGANIZATIONS

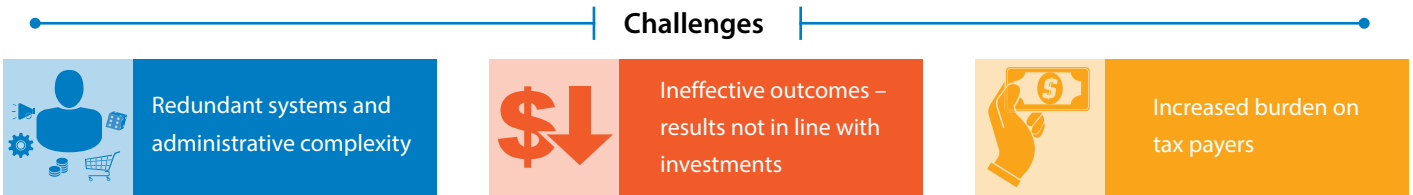
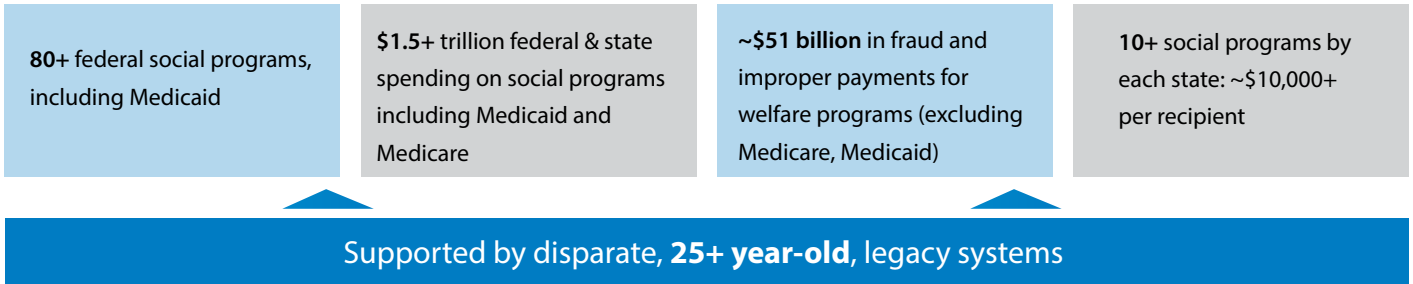
Infosys<sup>®</sup>  
Public Services

The demand for health and social programs continues to increase, even as the federal and state governments support over 80 social programs, including Medicaid for 50% of the US population. Having navigated the complexities of the Affordable Care Act (ACA), addressing the

increasing citizen demand for health and social programs has become complex for health and human services (HHS) organizations.

Today, many states have multiple and disparate legacy systems – often custom-developed to support different social

programs. The rules regarding processing an application and determining benefits for a person (or family) are complicated and buried in hundreds of lines of legacy code. These legacy systems impact organizations' ability to service citizens, and increase the financial burden on the taxpayer.



Enabling an integrated, citizen-centric eligibility determination approach can help states improve healthcare, service delivery, outcomes, and cost. However, implementing an effective integrated eligibility solution requires careful consideration of the unique requirements of each program, the integration of different systems, and rethinking of business processes as well.



## Designing and implementing an Integrated Eligibility solution

Infosys Public Services understands the challenges HHS organizations face while enabling an integrated eligibility determination approach. We combine our extensive healthcare expertise with ready-to-deploy solutions, proven software components, end-to-end IT services, and execution excellence, to help HHS organizations design and implement a modern, scalable, and citizen-centric integrated eligibility platform.

<b>Solutions</b>	Application Intake   Case Management   Marketplace-as-Service Platform   Infosys Information Platform for Big Data Analytics   AssistEdge - Customer Service Platform
<b>Services</b>	Consulting   Systems Integration   IT Modernization   Business Process Services   Testing   Enterprise Mobility   Organization Change Management
<b>Centers of Excellence</b>	Healthcare Reform   Project Management   Legacy Modernization   Cloud   Mobility   Social Media
<b>Partners</b>	IBM® Curam   Cognosante®   Connecture®   Benaissance®   Microsoft®   Tableau® Software

No commercial off-the-shelf (COTS) solution for integrated eligibility can offer 100% out-of-the-box functionality. We leverage our understanding of social programs administration, and tailor proven software components from IBM® Curam, Cognosante®, and Informatica®, among others, to meet agencies' unique needs.

For HHS organizations that do not want to implement a COTS solution, we leverage our extensive IT modernization expertise and full-range of services, including application development, testing, and business process services, to help build a modern, scalable, and future-proof integrated eligibility system.

Our solutions, like Marketplace-as-a-Service platform, and accelerators, like PowerBuilder Modernizer, help fast-track implementation. And, our proven program management capabilities assure end-to-end implementation, on-time, on-budget, and at low risks.

## Infosys value proposition: Helping HHS organizations improve healthcare, outcomes, and costs

<b>Cross-industry insights</b>	<b>Linking strategy to execution</b>	<b>Speed-to-market mission capability</b>	<b>Predictability and low risk</b>
30+ years of cross-industry experience, including government and commercial healthcare, and legacy systems integration expertise from 900+ engagements, to bring unique insights and solutions	Value frameworks like IMPACT™ and VRM, centers of excellence, and end-to-end IT services align strategy with execution, ensuring realization of desired business value	Solutions, tools, and accelerators to fast-track deployment; strategic partnerships to offer complete solutions	Proven execution frameworks and methodologies, to ensure on-time, on-budget, and lower risk delivery

## Health Insurance Exchange and Integrated Eligibility System for the District of Columbia

Infosys Public Services is modernizing legacy eligibility system; and transitioning federal and local health and social programs, into the District's health benefit exchange, DC Health Link – enabling the District to effectively administer programs like TANF, SNAP, and Medicaid, to half a million residents. In 2013, Infosys Public Services had successfully designed and implemented the District's health insurance exchange, within a nine-month timeframe. Infosys Public Services is leveraging the foundational capabilities developed in 2013 to enable the District's agencies to collaborate with their constituents, and deliver sustainable health and social benefit outcomes.



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For more information, contact [askus@infosyspublicservices.com](mailto:askus@infosyspublicservices.com)

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