

WHAT'S NEXT FOR HEALTH AND HUMAN SERVICES

From building new capabilities like virtual assistants to updating core systems to support COVID-19 related program changes, HHS organizations have had to transform their existing systems and processes quickly. The pace of this transformation will accelerate this year and HHS organizations will navigate to the next stage of their digital transformation by focusing on the following 5 areas:

1 UNWINDING OF PANDEMIC PROCESSES



Reversing pandemic-related mandates like special rules, exemptions, and waivers, and updating eligibility without losing coverage for members.



2 TRANSITION TO THE CLOUD

From reluctant cloud adopters to becoming cloud champions and transitioning systems supporting core programs like integrated eligibility and child welfare to the cloud to achieve scale and resilience.



4 FOCUS ON BEHAVIORAL HEALTH & OVERALL WELL-BEING

Integrating different health, social, and behavioral health programs, aggregating data, and defining analytics-based interventions to create bridges among health care silos. Focus on the people holistically, supporting them throughout their life.

3 PERMANENT REMOTE WORK



Updating IT infrastructure and re-defining policies, like virtual beneficiary interviews instead of in-person meetings, to facilitate remote work on a permanent and sustainable basis.

5 ACCELERATED MEDICAID TRANSFORMATION



Deployment and integration of different modular components to build a truly integrated, scalable and resilient Medicaid Enterprise System.

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