



DELIVER BENEFITS AND SERVICES TO THE RIGHT PEOPLE AT THE RIGHT TIME

EDS INTEGRATED ELIGIBILITY SOLUTION

EDS, an HP company, helps governments around the world achieve better policy outcomes, improve services, contain costs and increase accuracy. We are a global innovator with deep expertise in creatively reengineering service delivery models for government agencies, as well as integrating technology to enable those models.

FEATURES

- A Web-based interface enhances the user experience and requires minimal training.
- A user-maintained, rules-based approach provides consistent application of policy, supporting real-time eligibility determinations and benefit calculations.
- New program components and benefit packages and regulatory changes can be implemented rapidly.
- Online capabilities expand self-service options, enhance collaboration and improve service referrals.
- A modular architecture and open systems components are flexible and expandable.

THE EDS 360-DEGREE HEALTHCARE CONTINUUM

The Continuum is a framework for how solutions and assets can be connected and organized to drive change and address critical healthcare system goals. The solution described in this document is part of EDS' Eligibility and Enrollment Services and addresses the Consumer Empowerment priority of the Continuum.

Controlling costs and quality amid complexity

With ongoing policy changes and program innovations, reduced administrative budgets, and aging technical infrastructures, health and human services agencies face constant challenges. Meanwhile, constituents expect up-to-date services and convenient access to program resources. Delivering quality services efficiently and cost-effectively in a complex environment means your organization's supporting systems have to really fit.

Gain efficiency, accuracy and access to data

EDS offers an architecture that supports your agency's changing business practices. It enables you to enhance those practices with truly innovative technologies and implementation strategies that blend the best of public and private-sector expertise. We collaborate with clients to enhance their organizations' efficiency - reducing redundant data entry, decreasing processing time for changes and redeterminations, supporting new program design, increasing employee productivity, and providing employees with easy access to policy and procedural guides.

How it works

EDS' solution provides real-time information to solve real-time problems. Our comprehensive, yet simplified, rules-based approach helps your organization integrate its technology strategy with its business strategy, providing an adaptable framework of components that assist in deploying and managing new service delivery models.

- Integrating services across agency and program boundaries enables comprehensive service delivery.
- More consistent application of policy across a large organization reduces errors and dependency on manual decision-making, while also protecting against fraud and program abuse.
- Self-service access increases participants' independence, reducing reliance on face-to-face agency contact.



CALIFORNIA COUNTIES STREAMLINE SERVICE DELIVERY

CalWorks Information Network (CalWIN), one of the largest welfare applications in the country, is an industry-leading business process and technology solution with proven results. Operational since July 2006, CalWIN's 18-county implementation was successful because all elements of change were managed with clearly defined responsibilities, proper governance and effective communication.

Here are some service highlights:

- Serves 43 percent of California's welfare population
- Issues benefits to 2.4 million families
- Supports a user base of approximately 31,000 in 850 sites
- Processes 11 million transactions daily
- Supports 14 federal and state welfare programs, plus numerous county programs
- Interfaces to multiple state agencies and with county-specific interface capability
- Received 2008 Best Fit Integrator Award by Center for Digital Government

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Adapt to an ever-changing business environment

As public needs and government methods evolve, health and human services agencies strive to meet a growing list of challenges - enhancing operational and technical performance, responding to policy changes, expanding access points and providing more information about service outcomes. EDS helps government organizations manage this array of needs, providing tools and services to enhance the efficiency, performance and service quality of their eligibility systems.

Our solutions enable close collaboration between an agency and its service providers, increasing teamwork and effectiveness. And our component-based architecture provides the flexibility to adapt to an ever-changing business environment. In addition, enterprise application integration design standardizes information sharing and improves integration of services across agency and program boundaries.

EDS Integrated Eligibility Solution approach

Our approach enables clients to leverage proven functional components and receive a solution designed around their own unique objectives. This method offers a range of benefits:

- Architecture is modular and based on a collection of open systems components that offer flexibility and expandability.
- Modular design also invites implementation of new access channels and service delivery models.
- Rules-based applications permit system actions to be altered rapidly.
- Web-based user interface enhances user experience and requires minimal training.
- User-designed components ensure optimum system effectiveness.

EDS Integrated Eligibility Solution implementation

Our industry experts apply their knowledge of public- and private-sector best practices and their substantial experience in eligibility services to help clients maximize the value of agency systems. Implementation includes application design, development and enhancement, as well as integration services. It incorporates processes such as modifying, enhancing and deploying the EDS Integrated Eligibility Solution tailored to the agency's needs, integrating other software into the framework and employing data conversion strategies to translate information into more usable formats. Organizational change management and training services to optimize user transition are key attributes in managing change, along with project management for the successful implementation of new capabilities.