

CONTROL COSTS, ENHANCE SERVICES  
AND REDUCE RISK

EDS ELIGIBILITY TRANSFORMATION SOLUTION

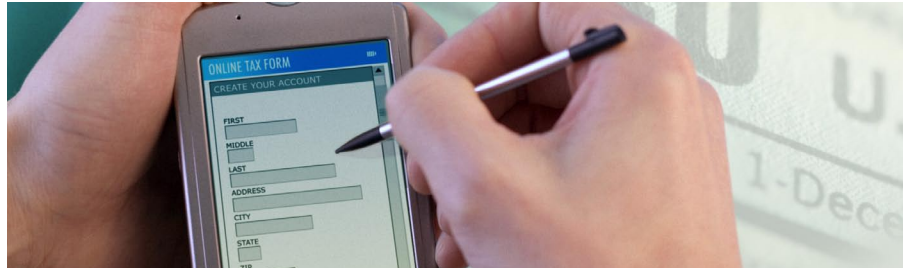


/// SOLUTION OVERVIEW



## Control costs, enhance services and reduce risk

The human services landscape is a dynamic one. With new program innovations, ongoing shifts in policy, resource availability and public expectations, change itself is one of the few constants. EDS, an HP company, helps health and human services organizations design and implement new models of service delivery, enabling them to address their challenges head-on and deliver even greater public value.



## EDS OFFERINGS

### Service Delivery Redesign

- Business Process Reengineering
- Organizational Change Management
- Rules Simplification

### Applications Services

- Applications Modernization
- Case Management
- Eligibility Information Link
- Integrated Eligibility Solution
- Enterprise Framework

### Infrastructure Services

- Data Center
- Network
- Security and Privacy
- Workplace (desktop)

### Eligibility Process Management

- Contact Center Services
- Document Processing Services
- Eligibility Administration

## Change, technology and risk challenge outcomes

The list of challenges is long - and it continues to grow. Rapid policy innovation and change. Tight timelines to implement new programs, benefit packages and rule changes across incompatible legacy systems. Citizens' heightened expectations for easier access to services. Human services agencies face all of these and more, plus the need to control costs while achieving targeted policy outcomes.

EDS is focused on providing solutions that respond to the challenges driving important business and technology change in the eligibility market. And we have the experience and industry knowledge to get the job done using innovative solutions designed to manage risk and deliver results.

## Knowledge and experience support your efforts

Leveraging more than 40 years of government partnerships, EDS delivers deep policy knowledge, application transformation expertise and operational experience specific to health and human services agencies. Working closely with our clients, we design and implement a range of innovative service delivery models and integrate enabling technologies to support those models.

Our work supports your critical efforts, helping you assure the right people receive the right benefits and services at the right time. We also help your organization manage the risks associated with complex, technology-enabled business change while establishing appropriate governance mechanisms based on a partnership approach.

## Proven solutions improve performance and control costs

EDS is an industry leader in health and human services process reengineering, legacy modernization, applications services, and business process and IT outsourcing. We've demonstrated the ability to improve operational and program performance while controlling costs.

EDS' proven approach supports critical programs through rules-based automation and configurable IT solutions with the flexibility to adapt system capabilities to future needs. This approach generates breakthrough improvements by simplifying policy and processes. We collaborate with our clients to enhance their organizations' efficiency - reducing redundant data entry across benefit programs, decreasing processing time for changes and redeterminations, increasing productivity, and providing employees with convenient access to policy and procedural guides.

The EDS Eligibility Transformation Solution suite comprises innovative yet tested solutions that can enable you to dramatically increase efficiency while providing citizens higher levels of service.

## EDS Service Delivery Redesign

These services are designed to help you increase operational efficiencies, improve service delivery and free up resources for new program objectives.

- **Business Process Reengineering** - Enables a more efficient, lower-cost delivery model while enhancing customer service and eliminating redundant functions
- **Organizational Change Management** - Uses a proven methodology based on industry best practices to help organizations manage change for their customers, stakeholders and employees
- **Rules Simplification** - Involves a step-by-step process to analyze program rules, identify common rule issues across programs and simplify or rationalize them

## EDS Applications Services

We combine an array of services that enhance efficiencies in applications and operational support, modernize the legacy environment for dramatic improvements in efficiency and cost control, and address key technology issues.

- **Applications Modernization** - Extends the life of legacy systems and minimizes the cost and complexity of your IT application portfolio. Provides specific capabilities and business functions, such as self-service applications, that can wrap around legacy systems.
- **Case Management** - Manages services and data through an automated system that screens for eligibility, makes referrals and supports case planning
- **Eligibility Information Link** - Improves the accuracy and efficiency of eligibility decisions - without creating additional processing steps. This enables health and human services agencies to tap into and consolidate third-party data broker services and government database information for a more comprehensive view of income and resource data.
- **Integrated Eligibility Solution** - Integrates public assistance data across multiple programs for comprehensive service delivery. As the newest large-scale operational eligibility system in the United States, the EDS Integrated Eligibility Solution provides real-time, rules-based eligibility determination and benefit calculation, and enables policies to be applied consistently.
- **Enterprise Framework** - Features integration of Cúram Software's Business Application Suite, which provides a product solution that addresses technology and business challenges. Along with our implementation services, it helps health and human services agencies align business processes around citizen outcomes that are appropriate, achievable and effective.

## OUR CREDENTIALS

- EDS assists more than 300 national, state, local and provincial government clients in 25 countries.
- Our agency partnerships have generated industry-leading solutions that work.
- Our deep industry knowledge and commitment to enabling business value outcomes allows us to collaborate with clients for success in a unique way.
- EDS participates in organizations shaping policy and has government-specific alliance partnerships.

## 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 health-care 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.



### **CALIFORNIA COUNTIES FOCUS ON PEOPLE, NOT PROCESSES**

The 18-county California Work Opportunity and Responsibility to Kids Information Network (CalWIN) needed to streamline service delivery for multiple programs. The outdated legacy system became expensive to maintain and lacked sufficient automation to support business needs.

Working with the counties, EDS extended the life of the legacy system through improvements such as Web-based screening and case management services. We worked with the consortium to implement CalWIN, a state-of-the-art eligibility solution.

CalWIN's interactive tools make it possible to quickly determine eligibility and benefit levels for families. Other features enable county workers to coordinate benefits across programs. CalWIN delivers automated eligibility services to more than 2.4 million families, supporting 31,000 users in 850 sites responsible for providing timely services to California's neediest population.

### **EDS Infrastructure Services**

Our comprehensive array of services helps you improve cost savings, control IT spending, maximize IT investments, and increase productivity and operating efficiency. Your organization can access a range of options to benefit from new technologies and business practices, increase agility, capitalize on economies of scale, and reduce risk.

### **EDS Eligibility Process Management**

These capabilities involve the administration of one or more operational functions by EDS. These services can fill in gaps in coverage due to lack of government workers or provide enhanced, specialized capabilities not currently available. Our offerings include contact center, document management and eligibility administration services.

### **Meet your business imperatives**

EDS offers a full range of solutions that help you deliver value, achieve your policy objectives and meet your needs for program innovation. Our solutions can be blended into a plan designed to meet your specific challenges, whether they involve incremental improvements or a full-scale application replacement and maintenance project.

### **Reduce operational risk**

Successful IT transformation occurs only when all change elements are managed with clearly defined responsibilities, proper governance and effective communication. Our program management capabilities reflect years of experience implementing agile technology architectures and improved organization processes, while managing risk and delivering value.

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