

Connecting essential services

Eligibility Services

Determine eligibility and allow individuals to enroll in the services they need while providing everything from disbursement processing to program auditing

Your agency's role is to connect people to the essential services that will make their lives better. And with a seamless eligibility solution, you can help these individuals connect more quickly with critical health and human services programs such as Medicaid, Children's Health Insurance Program (CHIP), Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Women, Infants and Children (WIC), and Child Care.

The well-being of your recipients depends on multiple factors — medical, mental and socioeconomic — and you need the ability to integrate, view and manage this information.

Gainwell Eligibility Services can help you enhance your existing business processes and core systems to improve access and experiences for the communities you serve. Our services allow you to apply targeted enhancements and innovation around your core systems without having to replace them. When your operations are seamless, you can streamline your recipient's experience and reduce technological complexity.

Our Eligibility Services include:

- **Eligibility Systems Implementation:** Program rules and administration are complex, and so are deploying and operating solutions for them. We possess deep expertise in eligibility systems integration, as well as maintenance and operation, covering diverse HHS programs. A smooth implementation will help you provide a seamless experience to your recipients and employees.
- **Omni-channel Recipient Engagement:** Recipients often feel lost and frustrated by the complexity of reaching the right party and receiving clear, consistent communications. Our service enables you to provide self-service and recipient-focused interactions through the recipient's preferred language and channel of choice, including portal, mobile app, text, email and call center (either as a cloud-based solution or a fully managed service).



Benefits

- Eligibility Services offer an important alternative to current systems and methods states use to manage health and human services.
- Our solution provides the modularity required by HHS mandates and unites automation, standardization and process maturity.
- Gainwell's proven software and software as a service (SaaS) architecture offer you interoperable, collaborative and standardized systems that deliver high-quality services to millions of beneficiaries nationwide.

Gainwell offers a breadth of health and human services-related offerings that can meet all your needs for managing complex public programs.



- **Noticing and Client Correspondence as a Service:** Timely and relevant communication to your recipients is critical for ensuring their uninterrupted benefits and for meeting your regulatory requirements. Our output solution is delivered as a service — at scale — and includes printing and mailing correspondence regarding eligibility and providing these notices in the recipient's preferred language.
- **Audit and Quality Management:** Ensuring that you are in compliance and that you continuously improve your operations is important. We offer a quality assurance and quality control solution and provide an audit service for Medicaid Eligibility Quality Control (MEQC) audits, as well as ongoing quality assurance of all eligibility programs and processing.
- **Human Services Analytics:** Having an accurate historical and point-in-time 360-degree view of your recipients is essential for gaining actionable insights. Our HHS analytics team possesses deep expertise in analytics platforms, data integration and reporting to help you achieve a whole-person view of your recipients. We also offer predictive analytics solutions to evaluate your program's effectiveness, optimize business process efficiency and help you tackle a variety of challenging health and human services issues.

Wrapping your existing eligibility systems with our secure, cloud-based services helps you maximize your systems' value, delivering increased speed and flexibility and a seamless recipient experience. We can also help you gain further insights into your programs and recipients and improve service delivery and operational efficiency.

Of course, technology is only part of what we offer. Our HHS consulting team is a group of highly experienced experts who can help you with your programs, business processes, and audit and compliance issues.

Whichever arrangement suits you best, Gainwell can help you create a program that streamlines service, creates positive interactions and meets the needs of your community.

Contact us at
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About Gainwell Technologies

Gainwell is the leading provider of technology solutions that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. Gainwell offers clients scalable and flexible solutions for their most complex challenges. These capabilities make Gainwell a trusted partner for organizations seeking reliability, innovation and transformational outcomes. Learn more about Gainwell at gainwelltechnologies.com.