

Health and Human Services Eligibility Data Hub Solutions



The Need

Growing member enrollment in public assistance programs—combined with workforces decreasing in size organically—require state health and human services (HHS) agencies to prioritize eligibility and enrollment automation whenever possible. The quickest way to automate these activities is to use third-party data to verify attestations, inform more timely and accurate eligibility determinations, and support enhanced automated renewal processes.

Specifically, HHS agencies need to:

- Validate application information for accuracy
- Inform interview questions and applicant follow-up activities
- Identify inconsistent information representing errors or inaccuracies
- Automate application and redetermination activities, including renewals
- Improve one-touch eligibility determination rates

Procuring, contracting, implementing, and maintaining dozens of interfaces—that connect one or more agency systems to third-party data in various locations—takes months or years.

The current process:

- Overburdens already stressed procurement and information technology (IT) resources
- Requires a large-scale, resource-intensive implementation effort
- Needs to be duplicated every time a state introduces a new data source and/or new system requiring data
- Fails to consolidate/organize disparate data-source results into actionable intelligence that is needed to inform accurate interviews and eligibility determinations



The Opportunity

While every state HHS agency has unique data needs and challenges, eliminating the need to separately procure, implement, maintain, and operate interfaces from dozens of third parties is essential.

Connecting one or more agency systems to one eligibility data system through a single interface enables agencies to:

- Access only the data they need when they need it
- Adopt new data sources and discontinue the use of ineffective data sources within days
- Configure policy-based analytics to instantly identify programs for which each client is eligible and the reason(s) for eligibility
- Support ongoing eligibility determinations/redeterminations and ad hoc or periodic eligibility verification initiatives



The Strategy

State HHS agencies across the U.S. partner with Public Consulting Group (PCG) to eliminate the need to separately procure, implement, maintain, and operate interfaces from dozens of third parties.

We connect one or more agency systems to a stand-alone eligibility data hub **through a single PCG interface.**

Agencies work with PCG to:

- **Define which data sources they want to query and when**, based on program criteria, eligibility determination scenarios, and/or end-use applications
- **Select automated, policy-based analytics** and configurable business rules for each set of results data
- **Determine which HHS and/or state system(s) should be connected** to the stand-alone data hub
 - Integrated eligibility system; provider enrollment system; Medicaid Management Information System (MMIS); etc.
 - End-use applications (e.g., member eligibility determinations; automated renewals; patient indexing; tokenized identity verification; provider eligibility verification; provider recertifications; etc.)
- **Utilize the preferred connection method**—including application programming interface (API); batch; on-screen hypertext markup language (HTML) reporting; or PCG's stand-alone application
- **Optimize output content and format**—organizing all of the results data and analytics into a single, organized output that can be used to facilitate automated or one-touch eligibility determinations

Each interface is securely maintained within our virtual, private cloud on Amazon Web Services (AWS). Compliant with:

- The Federal Risk and Authorization Management Program (FedRamp)
- Minimum Acceptable Risk Standards for Exchanges (MARS-E)
- The National Institute of Standards and Technology (NIST) 800-53 cybersecurity standard



Outcomes

PCG works with states across the U.S. to perform various services, including centralizing access to third-party public assistance program eligibility data—through a single interface—to inform HHS eligibility and enrollment activities.

We process millions of transactions every day.

Partnering with PCG, states have:

- **The functionality** to automate more than 50 percent of eligibility redeterminations
- **The capability** to decrease eligibility determination error rates by 50 percent
- **The output** to double one-touch eligibility determination rates
- **The ability** to facilitate the more efficient and less burdensome enrollment of truly eligible clients
- **The connection** to dozens of data sources in the time it takes to implement a single source
- **The capacity** to redirect the single interface to other agency and state systems at any time

Join state HHS agencies across the U.S. that are realizing significant improvements in public assistance program eligibility automation, reductions in workforce dependencies, and cost savings while reducing performance risks and dependence on individual data providers.

Easier agency access to data and automation means more efficient and accurate public assistance eligibility determinations.

PCG. Let's solve it together.