

Pega® for Integrated Eligibility and Benefits Management

Empowering health and human services agencies with client-centric, outcome-focused solutions

A Pega Datasheet

Rapidly innovate for better program and social outcomes

Government health and human services agencies are under tremendous pressure to respond to constantly changing policy and regulatory requirements within the limits of aging, disparate systems.

This is amplified by labor-intensive, complex business processes, data collection, and workflows not supportive of today's advanced client-centric service and collaborative case management. With a growing population in need, emphasis is on ensuring people have access to the right services at the right time, driving better social and program outcomes.

The Pega® for Integrated Eligibility and Benefits Management solution empowers health and human services agencies to build mission critical applications. The solution is:

- Based on a single, unified platform comprised of business process management, case management, decision management, and customer relationship management (CRM) technology.
- Delivered with a robust set of government-specific processes, data model, portals, dashboards, and other accelerators.
- Coupled with Pega's unified, omni-channel CRM platform, crossing the service delivery ecosystem, connecting beneficiaries, caseworkers, service providers, and other stakeholders.

Why do government customers choose Pega?

- Pega is ranked by analysts as a leader in case management, intelligent business process management, and digital process automation.
- Pega's unique model-driven development technology eliminates hard-coded programming that makes traditional applications hard to build and change.
- The solution adapts to diverse agency program requirements, channels, geographies, and regulations.

More importantly, Pega's powerful technology facilitate seamless, collaborative service delivery across intake, eligibility, assessments, planning, and case management. It enables agencies to deliver client-centric, outcome-driven human services programs, including food, cash, and medical assistance, using modern, innovative technology.

Challenge

Government human services agencies are under growing pressure to respond to changing legislative and regulatory requirements. In addition, agencies are faced with a growing population in need, changing constituent expectations for service, and limited funding for technology modernization. Aging systems, unable to adapt to these changes, hinder progress toward collaborative service delivery and improved social outcomes.

Solution

The Pega® for Integrated Eligibility and Benefits Management solution is a unified government platform empowering human services agencies to build in an agile, modular fashion. Our solution brings best-in-class business process management, case management, customer relationship management, and government-tailored capabilities. This powerful technology facilitates personalized and collaborative case management to drive client-centric, outcome-driven human services.

Seamless, streamlined application intake and eligibility for fast and accurate processing

- Engage clients with intuitive, user-friendly self-service channels and guided interactions to deliver the right service at the right time.
- Facilitate fast, accurate eligibility determinations by assessing and understanding client needs using rules, analytics, artificial intelligence, and contextually-driven, real-time decisioning.
- Optimize communication with unified channel management – seamlessly transitioning interactions started in one channel to another while maintaining full context.
- Ensure the right information is consistently communicated to stakeholders with proactive knowledge retrieval, situationally guided processes, and automated, real-time contextual scripting.

Informed, personalized benefits management driven by insight and operational tools

- Ensure streamlined, consistent case management and workflows with end-to-end automation to optimize productivity and outcomes.
- Coordinate and route work by coordinating processes across teams for eligibility, assessments, case planning, and outcome tracking.
- Anticipate client needs to trigger “next best actions” using a library of machine-learning algorithms.
- Gain insight to personalize interactions and make informed decisions using complete client profiles spanning channels, programs, and cases.

Optimized client outcomes using collaborative case management

- Evaluate client circumstances using screening and assessment tools to establish needs and recommend “next best actions” to create comprehensive service plans.
- Simplify sharing of data with complete client and case views, including eligibility, assessments, service history, and case data.
- Adjust service plans to the circumstances of each case, such as needed benefits, services and appropriate providers, using our unique “situational execution.”

Minimized risk, maximized business agility, and increased ROI

- Leverage the power of the Pega® Platform to allow business and IT to quickly and easily collaborate, implement, and go live.
- Quickly scale for changes using business-friendly tools to introduce new programs, policies, and technology.
- Easily introduce changes at your pace – incrementally or at once – with cloud-based or on-premise technology
- Eliminate the hard-coded programming that makes traditional applications tough to build, and adapt to diverse agency program requirements with Pega’s unique model-driven development technology.

