Accenture Software for Health and Human Services

Accenture Health and Human Services Software Suite
Powering integrated service delivery

High performance. Delivered.
The Affordable Care Act (ACA) and the expansion of government-provided health care in the United States are driving a major convergence of service delivery to citizens. States have shifted their focus to integrated delivery of health services and social welfare services. That means sharing information, coordinating the work of multiple agencies and offering citizens a single entry point to access all services for which they are eligible in a coordinated way.

Unfortunately, the systems and processes of different agencies have generally evolved in a siloed fashion, making such cooperative, integrated citizen service challenging at best. Government and public sector agencies have tried to address this challenge in a variety of ways—but customized software is expensive and many vendor-supplied solutions are not living up to their promise. In other cases, states have attempted to re-use systems developed in other jurisdictions to fit their needs, an approach fraught with risk, as every state and agency has unique requirements.

**Accenture has a better answer.**

The Accenture Health and Human Services software suite is a flexible, adaptable, standards-based set of solutions that supports service delivery to citizens across multiple agencies' programs, service providers and service delivery models while preserving existing IT investments. In effect, this software suite provides the integration capabilities that can connect stakeholders and technologies across the broader digital ecosystem of health and human services.
Today, Accenture is working with health and human services organizations to implement a digital ecosystem—using SOA-based architectures and a modular system that builds layers of services for citizens and families. Our differentiated software suite helps agencies bring together legacy data and services previously maintained in a variety of silos, to provide better cross-program support to the families they serve.

The software suite offers case managers a complete view of the programs to which a family is currently subscribed and helps them better assess what more they may need.

As a result, agencies can offer new and simple ways to connect to services, so vulnerable families are able to access the support they need rapidly, efficiently and effectively.
The Accenture Health and Human Services suite of applications is built on more than 30 years of experience in the health and human services arena, including successful, large-scale engagements in 33 US states and 25 countries. With more than 8,000 health and human services practitioners, many being former public servants themselves, Accenture understands first-hand the challenges you face. As a dedicated software business, we translate that experience into industry-specific solutions to address the unique demands of organizations.

Meeting a range of health and human services needs

Our comprehensive software suite can support your organization’s strategic goals by offering:

**Modern Enterprise Architecture:** delivering integration and efficiency through service-oriented architecture (SOA)

**Integrated eligibility:** modernization of eligibility systems to provide eligibility determination and benefits administration across a wide range of programs, and help reduce fraud

**Medicaid Enterprise Systems (MES):** modernization of Medicaid systems leveraging an innovative, adaptable, MITA-aligned software platform

**Affordable Care Act (ACA) readiness:**

The Accenture Health and Human Services software suite includes out-of-the-box functionality that allows agencies to achieve ACA readiness, including:

- systems and features that support enhanced or expanded Medicaid populations and integration with federal or state exchanges
- single streamlined application approved by the Centers for Medicare and Medicaid Services (CMS)
- pre-built Modified Adjusted Gross Income (MAGI) eligibility rules
- real-time eligibility determination/automatic application processing
- pre-built interfaces with the Federal data hub and other state and federal systems.
State executives have been challenged for years by vendors’ technology solutions that do not live up to their promises, especially in the marketplace of eligibility systems. Customized software has often been prohibitively expensive. In other cases, states have attempted to re-use systems developed in other jurisdictions to fit their needs, an approach fraught with risk, as every state and agency has unique needs. To fill this void in practical solutions, Accenture has leveraged more than 30 years of experience in the health and human services arena—including successful, large-scale implementations in 33 US states and 25 countries—to create the Accenture Health and Human Services suite. As a set of configurable products, the suite makes it easy to incorporate your way of doing business—your business processes and eligibility rules as well as your processing needs. The suite underpins the new digital ecosystem, designed to support convergence of health and human services, and adapt to a fast-changing regulatory and policy environment.

The new digital ecosystem for health and human services
The Accenture Health and Human Services software suite is implementation-ready. Its out-of-the-box components are pre-configured and pre-tested to help states “hit the ground running” and meet their pressing deadlines. Our pre-built workflow and program rules content is pre-populated with state and federal rules that help save time and cut costs. (See Figure 1.)

**Accenture Health and Human Services software suite: Functionally rich and integrated software products**

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**Figure 1: Accenture Health and Human Services software suite**

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The integrated software suite includes five leading-edge software products:

**ACCENTURE PUBLIC SERVICE PLATFORM**

The foundation for integrated services

The Accenture Public Service Platform (APSP) is a flexible, service-based technology platform to help public agencies—from human services and pension to revenue and administrative agencies—manage a wide array of citizen services in an integrated way, reducing technology and management costs while simultaneously improving service delivery.

With more than 50 pre-built technical services, frameworks and adapters ready to use, APSP enables rapid implementation along with the flexibility needed to address the unique requirements of every agency’s specific environment.

The comprehensiveness and flexibility of the Accenture Public Service Platform helps agencies link services and systems in an integrated fashion. Considerable investments have been made in existing systems and essential information still resides in them; the Accenture Public Service Platform enables connectivity with those systems even as agencies evolve their technical architectures in the future.

To learn more visit www.accenture.com/APSP.

**ACCENTURE BENEFITS MANAGEMENT SYSTEM**

Integrated eligibility determination and benefits administration

The Accenture Benefits Management System (ABMS) is an integrated, flexible, client-focused solution supporting a range of public assistance and social welfare programs. Built on extensive experience in human services, ABMS helps agencies to streamline case management and automates eligibility assessment, increasing case worker efficiency. With a complete view of family history and an easy-to-use interface, case workers can better serve their families, at reduced cost and with far fewer errors.

Unlike other benefits systems with table-based rules that are tightly coupled with code, the ABMS business services, rules, portlets and other components are integrated through Accenture Public Service Platform using SOA standards and principles. This helps speed implementation and reduce total cost of ownership. Also, by enabling easy and rapid configuration and maintenance to address users’ changing needs as they arise, the system helps agencies evolve as technologies and services evolve.

To learn more visit www.accenture.com/ABMS.

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Figure 2: Accenture Benefits Management System
**ACCENTURE CITIZEN SELF-SERVICE PORTAL**

**Easy access to integrated services**

The Accenture Citizen Self-Service Portal enables citizens to assess their own eligibility for benefits, submit applications, renew benefits, and keep their records up to date with simple-to-use online tools. The portal meets the needs of both the public and the agency by offering a secure, public-facing portal that collects the data needed to assess a citizen’s eligibility for a variety of social programs. The portal can reduce costs for the agency and support better service, while also promoting citizen self-sufficiency and awareness, enhancing outreach, and providing a new, secure channel through which citizens can interact and share information with their case workers.

Applications that meet certain criteria run through “no-touch processing”—real-time eligibility determination without caseworker intervention. The portal fully integrates with the Federal Data Services Hub, and the Accenture Benefits Management System or other existing eligibility systems.

To learn more visit www.accenture.com/ACSSP.

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*Figure 3: Accenture Citizen Self-Service Portal*
ACCENTURE PUBLIC HEALTH PLATFORM

Transforming Medicaid program administration

The Accenture Public Health Platform (APHP) is an integrated, flexible software platform, specifically designed to help the state agencies responsible for Medicaid programs better adapt to budgetary and performance pressures in the fast-evolving healthcare landscape. APHP supports claims administration across all public health programs within a state, enhancing administrative efficiency, improving flexibility in program management, and speeding deployment. Not only does APHP help reduce the total cost of ownership, but it also helps agencies to focus scarce resources on caring for the beneficiaries of these programs.

Purpose-built for Medicaid and public health programs, APHP aligns with the Centers for Medicare and Medicaid Services’ Seven Conditions and Standards for Enhanced Funding, and uses MITA principles to establish standards for modularity and interoperability. Built on a true SOA-based framework, APHP enables components to work together or be changed as necessary to meet new policy and health program requirements.

Unlike other Medicaid Enterprise Systems, APHP is configurable throughout each application layer without code changes, empowering business users to modify benefit plans, portal screens, workflows, reports and much more.

To learn more visit www.accenture.com/APHP.
What makes Accenture Software Different?

Accenture Software offers agencies several important technical, compliance and implementation benefits:

**Ease of use:** Accenture Software solutions are designed to be quick for agency staff to learn and are well supported by realistic training scenarios to get staff ready for change at speed.

**Ability to integrate across agencies:** Our solutions are built on a foundation of SOA principles and come standard with pre-built interfaces and connectors for common cross-agency needs, maximizing data sharing across program boundaries. In addition, the solutions are built around common client identification services, facilitating the resolution of data about the same recipient in multiple systems.

**Compliance with existing and emerging standards:** Our software is aligned with industry technology standards (OASIS, WC3, WS*I) and government standards including MITA, NIEM, NIST, FTRM and others. Open standards help prevent proprietary vendor “lock in” and facilitate sharing.

**Maximizing the value of existing investments:** Our vendor-independent architecture can enable agencies to swap or upgrade vendor components over time without having to abandon applications built on top of them.

**Implementation-ready, designed and built for speed:** Our out-of-the-box components are pre-configured and pre-tested to help agencies “hit the ground running” and meet their pressing deadlines. Our pre-built workflow and program rules content is pre-populated with state and federal rules that help save development and test time, thereby cutting costs.

**Maximum flexibility:** Solutions can be configured rapidly to support both current and future needs in an integrated way, reducing technology and management costs while simultaneously improving service delivery.

**Lower total cost of ownership and reduced maintenance costs:** Our software includes robust configuration tools that make it cost effective to implement and to keep up-to-date with policy and regulatory changes.
Today, health and human services organizations are experiencing unprecedented change and service pressure. Yet the convergence of service delivery across traditional program boundaries provides an opportunity to improve outcomes for families being served.

For more than a decade, Accenture has been pioneering the concept of the new digital ecosystem to straighten the pathways through the existing service delivery maze. Our comprehensive health and human services software suite drives health and human services transformation, and helps government organizations aid those in need, faster—and at lower cost.

Accelerating transformation

As momentum builds to achieve a new way of working, selecting the right software and support to achieve stronger integration and easier collaboration between agencies is imperative. As a result, governments can help vulnerable families and individuals more easily access the support they need when they need it, while agencies can meet their outcome targets rapidly, efficiently and effectively, at lower cost.
ABOUT ACCENTURE
Accenture is a global management consulting, technology services and outsourcing company, with more than 293,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$28.6 billion for the fiscal year ended August 31, 2013. Its home page is www.accenture.com.

ABOUT ACCENTURE SOFTWARE
Accenture Software combines deep technology acumen with industry knowledge to develop differentiated software products. It offers innovative software-based solutions to enable organizations to meet their business goals and achieve high performance. Its home page is www.accenture.com/software.

Accenture Software for Health and Human Services delivers solutions to drive health and human services transformation, and help government organizations help those in need, faster.