The Accenture Citizen Self-Service Portal (ACSSP) is a secure, public-facing portal that allows citizens to check eligibility for multiple social programs, apply for benefits, and manage benefits online. ACSSP enhances communications between caseworkers and citizens through a secure message center, and helps improve caseworker efficiency by allowing citizens to fill out applications, submit documentation, renew benefits, and report changes online.

The portal guides the citizen through the application to collect complete and accurate information, reducing errors and caseworker intervention, and enabling "no-touch processing." By reducing errors and promoting self-service, ACSSP helps government agencies increase the efficiency and effectiveness of caseworkers, reduce agency cost, and offer citizens convenient access to more programs.

In addition, ACSSP provides out-of-the-box functionality that supports Affordable Care Act (ACA) compliance, including pre-built Modified Adjusted Gross Income (MAGI) rules and automatic application processing to enable real-time eligibility determination. A scalable and adaptable solution, ACSSP can serve multiple agencies and easily expands to accommodate additional programs.

**Simple, intuitive user interface**

ACSSP offers citizens three easy access points:

1. The "CHECK eligibility" feature allows citizens to complete a quick and easy self-assessment and receive a list of benefits for which they may qualify.
2. "APPLY for benefits" allows applicants to select multiple programs of interest, and guides applicants through a streamlined application process.
3. "ACCESS my benefits" allows clients to check current benefits, view pending verifications and correspondence history, report changes, and renew benefits.

ACSSP uses a conversational approach to collect data, utilizing conditional questions to streamline applications. If a user leaves the application before submission, the information is saved, allowing the applicant to resume the application at a later time.

**No-touch processing**

Applications that meet certain criteria run through "no-touch processing" – real-time eligibility determination without caseworker intervention. However, should additional documentation be required, the applicant can upload documents to ACSSP. By allowing citizens to be self-sufficient, the process becomes more efficient for both caseworkers and applicants, and reduces repetitive calls, office visits, and the overall cost of processing an application.

**Robust integration with eligibility**

Upon submission, the application is transferred to the eligibility system for eligibility determination. ACSSP fully integrates with the Accenture Benefits Management System (ABMS) or an existing eligibility system, allowing the applicant to view the eligibility results through ACSSP. The portal also provides applicants with other self-service capabilities including reviewing their case data, reporting changes, and viewing previously uploaded documents.

**Support for multiple programs and agencies**

ACSSP is built on Accenture’s experience developing similar self-service portals for public organizations such as Accenture’s patented E-Child Support Portals, California’s C4Yourself, and the Access NYC Portal. The Access NYC Portal is an online tool that provides information to New York City residents and screens them for human services benefits in 35 city, state, and federal programs in seven languages across multiple benefits programs and city agencies.
The State of Ohio implemented the Accenture Citizen Self-Service Portal and Human Services Suite to support more than 50 health and human services programs. Completed in record time — the system has received applications for over 560,000 applicants, and processed around 50,000 of those applications without caseworker intervention through an industry-leading no-touch process.

**Efficient workflow management**

By leveraging Business Process Management (BPM), the portal lets organizations easily manage and add workflows according to program or business needs, enhancing control and efficiency.

**Configurability**

ACSSP provides flexible configuration that allows agencies to customize the user interface and eligibility rules. Questions for information collection are configurable through a web-based, menu-driven administration console rather than hard-coded in application pages. This empowers business users to modify the eligibility screening and benefits application without having to rely on developers for custom code changes, allowing agencies to adapt to change quickly and with low cost.

**Controlling costs with COTS**

As a commercial-off-the-shelf (COTS) software product, ACSSP delivers cost predictability — protection from large and unpredictable maintenance and enhancement costs that come with custom solutions. Most changes are implemented through configuration, not coding, enabling organizations to make changes rapidly and economically. Regular product releases keep the portal current with changing Federal requirements and technology standards.

**Accenture Software for integrated eligibility**

The Accenture Citizen Self-Service Portal is part of the Accenture Human Services Suite. Combining an integration platform with a benefits management system for caseworkers, a self-service portal for citizens, and a presumptive eligibility portal for qualified providers, the suite offers a proven integrated eligibility solution that helps states reduce risks, lower costs, and deliver compliance at speed.

**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 Aug. 31, 2013. Its home page is www.accenture.com.

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. For more information on Health & Public Service software, please visit www.accenture.com/HPSsoftware.