

Eligibility and Enrollment Solutions

Broader reach. Better access.

We help you, so you can help more people. Managing the ever-increasing number of individuals requiring coverage from Medicaid, SCHIP and other publicly funded healthcare programs is about more than identifying and servicing the eligible and enrolled. It's about serving people. It's about accountability. It's about having the flexibility to do more with less.

Whether you're a state agency or a healthcare vendor, our full suite of eligibility and enrollment services can help you expand your reach, maximize voluntary enrollments, improve customer service and increase efficiency. All by simply educating and informing people about their choices. Above all, we do more than show you what can be done; we help you to do it.

Proactive Healthcare

We understand the challenges faced by publicly funded healthcare programs. We stay ahead of what's going on in the industry. We help you assess the potential impacts of new legislation and federal requirements. Through a consultative approach to program administration, we work with you so that you're prepared for change and ready to take action. Each member of our dedicated team of professionals has an average of 20 years of experience in the eligibility and enrollment field. And our tactical expertise ensures efficient program management for today, allowing you to meet your long-term goals for tomorrow.

Empowering Individuals

Those who are insured are more likely to seek and receive preventive care. Likewise, parents who are insured are more likely to seek coverage and healthcare for their children. That's why we make it easy for individuals to obtain the coverage they need. We provide immediate online access to healthcare options for individuals to determine eligibility, get information about their coverage and provider choices, and enroll and stay in healthcare programs. Our single-point-of-entry Web portal is a one-stop solution – providing educational tools, offering online applications and eligibility screening, and helping individuals identify and enroll in the best healthcare plan and medical home for their needs.

Streamlined Processes

Resources need to go where they're needed the most. That means spending less on administration and investing more in expanding healthcare services and covering more lives. Our innovative automated and self-service solutions provide helpful, information-based reporting, maximize program efficiencies and improve program performance.

Eligibility and Enrollment Services

Enrollment Services and Choice Counseling

- Provider and plan selection
- Auto-assignment and transfers
- Unbiased choice counseling
- Education and outreach
- Materials development and distribution

Eligibility Services

- Application and renewal processing
- State agency referrals
- Premium processing
- Case maintenance and retention activities
- SCHIP determination and Medicaid pre-determination

Customer Services

- Call center operations
- Contact management
- Correspondence processing
- Complaints, grievances, appeals and fair hearing support
- Customer satisfaction monitoring
- Clinical helpline services
- Written and oral translation and interpreter assistance

About ACS

ACS is part of Xerox's \$22 billion global enterprise, with 130,000 employees serving our clients in 160 countries.

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