Unisys
Health and Human Services e-Imaging Solution

Partner Solution

■ **Target Industry**
Government

■ **Business Applications**
*Health and Human Services
Program Verification*

■ **Products**
*IBM FileNet Capture
IBM FileNet Content Manager*

UNISYS
imagine it. done.

Business Challenge

Hundreds of thousands of constituents depend on health and human services agencies for funding and services. As such, these government agencies face a number of challenges when it comes to employee productivity, client service, fraud reduction and the avoidance of federal penalties due to failed case files reviews.

With federal health and human services caseloads on the rise, agencies are looking for new methods to improve the performance and effectiveness of case workers. Because decisions regarding federal benefits, such as welfare, are largely dependent on information provided by the applicant, as well as the applicant's benefits history, workers must have all current and historical interagency case-related documents at their fingertips to make informed decisions.

Time-consuming document search and retrieval processes, cross-agency duplication of efforts, federal review failures that occur due to lost or misfiled documents, and fraud are all driving health and human services agencies to seek electronic document and content management solutions that will enable the processing of case loads more quickly and improve customer service. These agencies also hope to eliminate fraud through a checks and balances system that enables multiple case workers to verify and authenticate information, and establishes security best practices to prevent unauthorized access to information.

Solution

Leveraging IBM's leading Enterprise Content Management (ECM) suite of products, Unisys offers an innovative, e-Imaging solution designed to enhance client services, reduce duplicate document processing, improve productivity and reduce fraud and potential federal penalties.

The architectural approach of the Unisys solution combined with the implementation of a number of key innovative technologies such as content management, workflow, electronic forms and Web services, provides a flexible, extendable and agile solution that captures all client-case related documents for health and human services agencies, and improves the speed, efficiency and accuracy of case processing operations.

With Unisys' Health and Human Services (HHS) e-Imaging solution, an electronic image of all client-case related documents is stored and can be easily accessed by

the case worker through an online database. This makes it possible to view the required information within seconds and speeds the registration and certification process. This also reduces fraud, as workers no longer need to rely solely on the applicant for benefits information, and can access files that have been verified and authenticated by other case workers.

Today, many states have data warehouses that are fed by multiple agencies. Unisys' HHS e-Imaging solution can be integrated with the existing data warehouse or other applications so that information can be shared easily across program areas.

Value Proposition

Unisys' HHS e-Imaging solution enables organizations to accelerate decision-making, shorten case load review cycles, enhance client service levels and reduce fraud to realize productivity gains when it comes to benefits processing.

By enabling health and human services agencies to share information across program areas, decisions regarding benefits can be made more quickly, improving client services through faster fulfillment of client benefits. These include:

- Streamlined workflow and access to current and historical case file documents, to help reduce fraud;

- Reduction in manual input, time spent on lower value activities and costly paper storage to significantly reduce costs;

- Increased business visibility to identify and eliminate process bottlenecks, resulting in faster processing of benefit requests;

- Highly scalable architecture to meet current and future market demands;

- Automated, built-in regulatory and compliance features to eliminate costly and error-prone, manual-based efforts and eliminate federal penalties; and,

- Security features to eliminate unauthorized access to documents, further reducing fraud cases.

Company Description

Unisys is a worldwide technology services and solutions company. Its consultants apply Unisys expertise in consulting, systems integration, outsourcing, infrastructure, and server technology to help clients achieve secure business operations. Unisys builds more secure organizations by creating visibility into clients' business operations. Leveraging Unisys 3D Blueprinting, Unisys makes visible the impact of their decisions – ahead of investments, opportunities and risks. For more information, visit www.unisys.com.

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