Adobe solutions for guided benefits enrollment

Streamlining and automating the enrollment process

Solution components
- Adobe® LiveCycle® Data Services
- Adobe LiveCycle Data Capture
- Adobe LiveCycle Reader Extensions
- Adobe LiveCycle Rights Management
- Adobe LiveCycle Process Management
- Adobe Reader®
- Adobe Flex™
- Corticon's rules engine

Success story
Kane County Circuit Court is using Adobe LiveCycle solutions to automate the delivery, completion, and processing of Orders of Protection.

Results
- Accelerated processing of Orders of Protection
- Reduced time to complete Order of Protection forms by as much as 50%
- Improved citizen access to forms and services
- Streamlined court administrative processes
- Increased staff productivity

As automation and access to information on-demand become more prevalent in everyday life, citizens are looking for faster, easier, more responsive experiences when dealing with government agencies. At the same time, governments are increasingly committed to making information more accessible and processes more transparent. To date, however, attempts to implement more efficient processes—especially those dealing with complex information-gathering tasks—have often met with limited success. Many benefit enrollment processes remain complicated, with heavy reliance on time-consuming manual information collection and paper-based workflows. In addition, once the information is gathered, processing inefficiencies can lengthen approval timelines, slow responsiveness, and make it difficult to get critical services to citizens quickly.

Some governments have attempted to move beyond paper-based processes and implement enrollment automation solutions. Most attempts, however, have automated the process only for specific individual services; so far very few have tackled the process of integrating information collection across multiple services. Instead, stand alone legacy applications are the norm, and ensuring privacy and data integrity remain concerns. In the few attempts to fully integrate to programs, the solutions have typically been built from scratch, requiring large investments of both time and money.

Adobe solutions for guided benefit enrollment and integrated eligibility streamline the process of gathering information, thereby improving access and responsiveness for constituents while solving the complicated issues of cross-program enrollment. These solutions make the most of the information gathered, while at the same time making the actual gathering process simpler and less frustrating for those enrolling.

Adobe solutions make enrolling easier and more accessible for constituents, by offering a rich, guided experience that results in less frustration. Data visualization tools help constituents select the benefits and services for which they need to apply. Real-time data synchronization and streaming as well as inline data verification and error-checking capabilities help move users through the enrollment process quickly and easily. And intelligent PDF forms that look like paper forms promote compliance and fast adoption.

Use collected enrollment data more efficiently
Adobe solutions are designed to make the most of enrollment data as it is gathered and to help improve decision-making. As information is collected for one enrollment, other benefits for which constituents may be eligible can be flagged, and the collected information can then be cross-entered for different applications. The solutions also provide visual feedback to help decision makers as they read and assess the information, speeding decisions and making services available to citizens faster. Throughout the process, detailed audit trails are available showing when the information was viewed or printed and by whom, and permissions for viewing the

Application stage

- Automate and streamline data capture.
- Prepopulate applications and forms for greater accuracy and process efficiency.
- Leverage data validations and calculations for faster processing.
- Enable offline completion of more complex forms with the Adobe Reader® software.
- Support compliance with digital signatures, access controls, and persistent document integrity.
- Add uniformity across services and programs via a consistent user interface.

Verification stage

- Eliminate cumbersome paper workflows and streamline collaboration.
- Provide a more complete view of constituent and application data.
- Ease the burden of securing electronic documents, by using identity authentication, validation of content integrity, and access controls that define who can view, print, copy, or modify documents.
- Confirm data accuracy before an automated process is initiated.

Approval stage

- Make better, more timely decisions, and provide services to those in need faster.
- Accelerate time-to-fulfillment with straight-through processing.
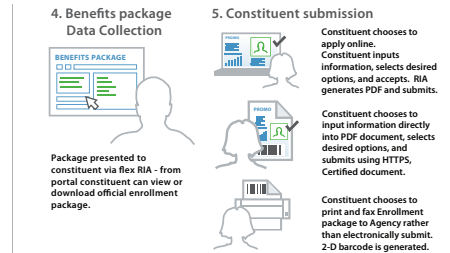- Provide automatic notifications to enrollees on demand.

For more information

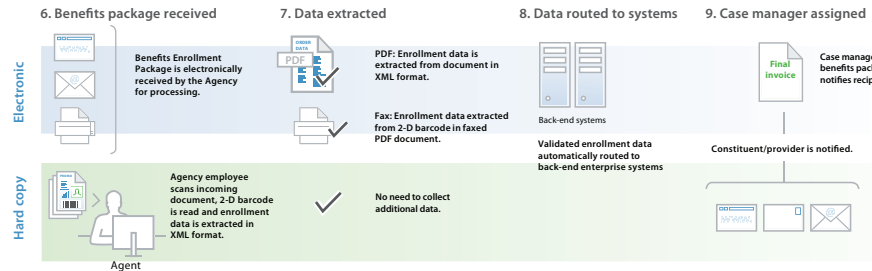Visit Adobe's guided benefits enrollment website at *www.adobe.com/government.*
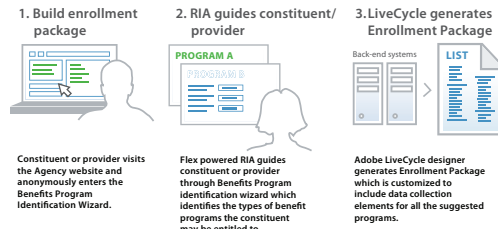
Adobe solutions for guided benefit enrollment can streamline the entire enrollment process to help improve users' experience, reduce costs, and accelerate decision-making.

documents can be instantly changed or revoked as needed. Forms can be shared collaboratively between departments, both online and offline, and the status of where applications are in the enrollment process can be accessed on demand. For flexibility, support is also provided for forms that need to be printed as hard copies for wet signatures.

Meet changing requirements and mandates more effectively

Thanks to the flexibility of the solutions and integration with the Corticon rules engine, data collection mechanisms and enrollment parameters can be quickly and easily modified at any time to reflect new mandates or changes in policy requirements. The guided, interactive experience also makes it easy to educate enrollees, caseworkers, and staff about these new changes as they are implemented.

Create a more auditable and measurable process

Adobe solutions reduce the cost of protecting confidential information, while at the same time increasing security. They also offer powerful tools for auditing and control and make the enrollment process more transparent and accountable. A high and measurable degree of information and business process assurance is provided, with the ability to control access at the document level and the power to revoke access and usage rights to previously distributed documents at any time, regardless of where they are stored. Detailed audit trails can be captured, including information about who has viewed and printed a document and when, and support for more than 25 digital security vendors is provided. With Adobe solutions, organizations can share and exchange sensitive, business-critical information electronically with confidence that it will be protected and that only intended recipients will be able to access the information.

Adobe solutions simplify enrollment and speed results

Adobe solutions for guided enrollment automate the costly, time-intensive process of enrolling new participants. Government agencies are able to replace slow and expensive paper-based workflows with streamlined, automated processes. Case-related information is easily and instantly accessible and manageable by all parties any time and anywhere, online or offline. As a result, critical decisions can be made faster, and case workers can spend less time dealing with administration and paperwork and more time focusing on their mission and other higher value services to meet the needs of the citizens they serve.