



# Contact Complete™

Efficiently Reach Beneficiaries to Renew and Determine Eligibility Effectively

## The Challenge of Maintaining Updated Beneficiary Information

Social service agencies face a constant battle to keep beneficiary information current. This is crucial for effectively administering programs like Medicaid, SNAP, LIHEAP, and TANF, but changes in address and contact details often slip through the cracks. This can lead to a cascade of problems:

- **Ineligibility Determination:** Difficulty verifying eligibility for benefits.
- **Lost Productivity:** Increased time and resources spent tracking down correct information.
- **Ineffective Spending:** Continued benefits for those who may no longer qualify.
- **Service Disruptions:** Missed renewals and recertifications, leading to gaps in essential services or erroneous procedural terminations.

**Contact Complete™** offers a solution to these challenges. It provides insight into various points of contact information such as phone, email, and address while also offering other data points such as name changes or deceased indicators. Leveraging Equifax's extensive data sources, including The Work Number for income and employment verification and even incarceration pointer or 'tip-and-lead' data, agencies can strive to make more effective and efficient decisions or learn when additional research is necessary.



## Contact Complete can help agencies:

- Improve the efficiency and effectiveness of benefit programs.
- Maintain contact while limiting the burden for the beneficiary.
- Reduce churn and avoid unnecessary costs.
- Promote continuity of care for eligible beneficiaries.



## How Contact Complete works

Contact Complete helps validate applicant-reported information and automate the benefits process by providing access to current contact information for beneficiaries, if available on the database.

Agencies can quickly validate applicant information by submitting search data, including first name, last name, SSN, and DOB. When a match is found, Contact Complete returns a report with current and previous addresses, phone numbers, names, email addresses, and death information, as and if such information is available on the database.

With Contact Complete, agencies have access to current data points to help identify residency, send communications like renewal forms and other critical correspondence, and to streamline the application and renewal process for new applicants.

Available via the web and through system integration, Contact Complete supports both automated processing and quick lookups, making it adaptable to various agency needs.

## Key Features

- **Address Validation:** Learn of potential address changes and validate current addresses, crucial for residency verification and communication.
- **Variety of Data:** Provides current contact data such as addresses, phone numbers, emails, name details, and even a death indicator as and if such information is available on the database.
- **Flexible Access:** Available via the web and system-to-system integration for both automated and manual search processes.
- **Streamlined Eligibility Checks:** Helps agencies quickly validate applicant information and streamline the redetermination process.

### Sample Address Validation From a State Population Data Study<sup>1</sup>:

- Matched 92% of SSNs
- Address provided for 99.89%
- Approximately 10% had out-of-state addresses
- Phone provided for 97%
- Cell Phone provided for 83%
- Email provided for 41%
- Added address to 84% of SSNs without an address on file

**Contact us today to learn how Contact Complete can help your agency optimize its processes and promote the effective delivery of essential services and benefits to eligible applicants in need.**

[theworknumber.com/contact](https://theworknumber.com/contact)

<sup>1</sup>Source: Equifax customer analysis, 2022.