

Automated Eligibility Verification Services

Transform the Eligibility Verification Process

KEY BENEFITS

Automate verification of eligibility

Streamline internal processes and drive efficiencies

Transform applicant experience when applying for benefits

Help ensure program integrity

Government agencies with beneficiary-centric missions are always trying to balance providing benefits and payments promptly to help those who need assistance against internal requirements intended to guard against improper claims and protecting taxpayer interests. For instance, the Trump administration's *Building a Better America: A Plan for Fiscal Responsibility*, released in July 2017, emphasizes reducing improper payments government-wide by 50 percent by 2022. The *President's Management Agenda*, released in March 2018, identified "improving customer experience with federal services" as the very first priority area for transformation.

When applicants for assistance cannot be accurately identified, or their income, employment and other eligibility information can't be readily verified, both of these priorities suffer. Agencies may resort to expensive, time-consuming manual verification processes, and still run the risk of using limited or outdated information from publicly available sources.

Moving to automate eligibility verification throughout all stages of the process, helps agencies meet both of these priorities by lessening the burden on applicants and beneficiaries, improving process efficiencies, and reducing improper payments. This helps government agencies at each step of the process to:

- Verify applicant's identity
- Streamline the application process
- Identify on an ongoing basis life changes that affect eligibility
- Confirm benefit renewals
- Create audit and recovery trails for improper payments



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For over 20 years, helping government maximize program efficiency while delivering the right assistance to the right recipient.

Moving to a Systems First Approach

Most government agencies require applicants to first gather and provide information such as paystubs, household income, number of dependents, and utility bills to verify information – only then might a systems search be conducted. This places a burden on applicants, many of whom already face difficult circumstances that form the basis for their need of assistance. It also exacerbates the perception that government is inefficient and unnecessarily difficult to deal with, especially since many applicants and beneficiaries generally know much of the information can be readily obtained using reliable, commercially available sources.

Rethinking the process by moving to a “systems- first” approach can reap many benefits. By electronically drawing upon data generated by the applicant or beneficiary in various phases of life, agencies can help to limit their manual processes, enhance the accuracy of the information, improve meeting requirements with relevant policies, regulations and eligibility requirements, reduce costs, and provide a more comprehensive, faster, and accurate assessment of the individual’s needs and eligibility.

When combined with an automated ongoing eligibility verification system, agencies can automatically identify changes in circumstances that affect eligibility, such as a change in employment status, marriage status, address, and so on. This can mean enhancement of benefits where appropriate and help avoid improper payments to those who were once eligible but due to life changes may no longer be eligible.

The Equifax Advantage in Eligibility Verification Services

Equifax is dedicated to providing its unique data assets, technology, analytics, and domain expertise to deliver a comprehensive eligibility verification solution that helps to advance government agencies’ missions. The Work Number® (TWN) database from Equifax encompasses the most-up-to-date employment and income data and is used by government and private-sector companies alike. Combining TWN with other data such as credit, identity, residency, real and personal property, and incarceration data, as well as analytics capabilities such as trended data analysis, provides an end-to-end solution that helps transform government services into beneficiary-centric services.

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