EQUIFAX®

Instant Client Insights Case Monitor

Insights-driven solutions across the benefit lifecycle

Social service agencies perform a critical function in facilitating the administration of benefit programs to our nation's most vulnerable families and individuals. Agencies are challenged with fulfilling this important mission in an environment of increasing caseloads, fewer experienced caseworkers and often complex or unaligned rules, with a resulting delay in benefit delivery and a negative impact on applicant experience and program integrity.

Delivering data-driven insights from initial determination through renewal

Automating the eligibility verification process for initial determinations with data-driven insights reduces the burden on both applicants and case workers, maximizing process efficiencies and protecting the integrity of public benefit programs while delivering benefits to those in need. However, many assistance programs require the beneficiaries who receive these benefits or services to report life changes affecting benefit eligibility such as income or employment changes, address or phone changes, or incarceration status or deceased status. Without timely notification of these changes, agencies are unable to efficiently process periodic recertifications or renewals to deliver benefits to eligible applicants. This can lead to reduced application efficiency and caseworker capacity, and even potentially greater churn, as benefit recipients fall out of programs and re-apply for assistance.

Instant Client Insights Case Monitor™ is designed to monitor for relevant beneficiary life changes that can affect eligibility or service delivery through all phases of the benefit lifecycle and provide timely data based on program and policy requirements. By combining the unique and proprietary data sources that are part of Equifax's Instant Client Insights Case Monitor, social service agencies have access to critical data elements to enable timely decision-making across the benefit lifecycle, from initial determinations to recertifications and renewals.

Key benefits

Increase caseworker capacity
Manage increased demand due to backlog of redeterminations.

Improve efficiency
Provides information to caseworkers using "reportable change" thresholds set according to policy requirements and prioritized according to state and program needs.

Minimize churn
Help continuity of benefits by verifying address, income, employment, or status changes, reducing gaps in assistance.

Reduce overhead and total cost of ownership
Minimize the manual burden for caseworkers of monitoring for incarceration or death events.

Instant Client Insights Case Monitor:

Income and Employment Verification

Enables eligibility decisions with instant access to income and employment data from The Work Number®, the largest centralized commercial repository of payroll information in the United States.

Contact Complete

Allows for validation of name, address, date of birth and contact information by matching a known identity and delivering address and phone history, email addresses and death indicator.

Incarceration

Searches state prisons and local jail records to identify when an applicant may have been processed, incarcerated or released, to help improve program integrity, comply with the Medicaid Inmate Exclusion policy, and provide continuity of care.

Join the many state, local, and federal agencies using Equifax verification services to automate eligibility verification processes — verify eligibility, recertify recipients, and monitor for meaningful life changes that can impact eligibility. Combine the power of The Work Number with other unique data sets to maximize program efficiencies and improve the delivery of beneficiary-centric services.

equifax.com/business/government