Today’s citizens struggle to understand their constantly changing rights and obligations under social services, tax and other regulations. Governments need a solution that automates the provision of accurate and consistent advice to citizens about their benefits and obligations. Citizens should be able to receive correct advice through multiple channels, simply and quickly. Oracle’s Eligibility Screening solution delivers this capability.

**ORACLE POLICY AUTOMATION FOR ELIGIBILITY SCREENING**

**Key Benefits**
- Quickly and accurately determine applicant eligibility for benefits or services
- Absorb the complexity of constantly changing policy rules
- Help citizens to navigate complex rules, in terms that make sense to them
- Transform service delivery and reduce burden on call centers, drastically reducing costs
- Improve accuracy of advice provided by contact centers
- Deploy a proven eligibility screening solution that integrates with all government silos while preserving legacy investments
- Support non-English speaking citizens

**Challenges Facing Governments to Improve Services to Citizens**

Across the world governments are facing countless challenges in delivering services that meet public expectations. These include shrinking budgets and skills shortages, compounded by lack of agility in their IT departments. Many citizens are uncertain where to even begin their interactions with government; for example finding what benefits they are entitled to if they are facing personal hardship, filling in their tax return or seeking a new passport. Meanwhile, both citizens and governments must grapple with the potential implications of non-compliance and program ineffectiveness.

Oracle’s Eligibility Screening solution has empowered citizens to interact with government on their own terms, assisting numerous government agencies globally in many areas including benefit eligibility, immigration screening, visa eligibility and tax calculations. The solution especially addresses the issue that many citizens are not even sure what questions to ask of the government. It takes the approach of asking initial questions of citizens, refining the interview based on the information that is provided, and finally making a personalized recommendation about areas of eligibility. Through deployment on public facing websites it is able to provide real-time, consistent, automated advice to citizens on a wide range of services and benefits. The solution’s distinct advantages include:

- **Provide citizen self-service and improved call center performance** – boost your organization’s self-service capabilities for citizens as well as quickly and transparently dealing with eligibility determination, even if citizens are not sure of areas of potential eligibility.
- **Rapid implementation of legislative and regulatory policies** – Oracle’s Eligibility Screening solution enables governments to consistently implement and deploy policies throughout the enterprise making them more agile in response to changes.
- **Easy determination of eligibility** – consistently, including retroactive entitlement calculations.
- **Reduced cost through integration with both legacy and modernized systems**
Key Features
- Rapid transformation of complex policy documents and manuals into executable forms
- Ability to support multiple channels (web, call center, face-to-face)
- Intuitive, dynamically generated and personalized questionnaires: rather than PDF's on a website
- Easily configurable interface to support any language
- Detailed explanations as to how eligibility was granted or denied
- Easy to integrate into call center or back end solutions, including Siebel CRM
- Uniquely patented software - over 20 years of experience in automated online advice is incorporated into the base product
- Meets government accessibility standards, including s508

Intuitive self service solution for citizens
Oracle’s Eligibility Screening Solution is a strong solution for any government who is seeking to enhance customer centric service delivery by providing a multi-channel approach (interactive online questionnaire, call center and face to face) to enable citizens to determine the benefits or services for which they are eligible. The solution allows government agencies to very rapidly deploy web-based questionnaires that are built directly from policy documents. These questionnaires ask precisely targeted questions of the user, and quickly respond to the information provided to give detailed and personalized advice.

Manage and Automate Complex Policies with Ease
Manage complex and frequently changing legislation and regulations while ensuring adherence to the latest policies and rules. With Oracle’s Eligibility Screening solution the business user or subject matter expert has the ability to write, deploy and maintain rules, as all rules are maintained in natural language and tables in Microsoft Office Word and Excel.

By implementing Oracle’s Eligibility Screening solution, the business user is guaranteeing the accuracy of decision making by deploying rules that end users and citizens can understand, with direct links to source policy documents. Additionally, policy staff have the ability to assess the impact on customers and citizens of proposed legislation, regulations, and policy changes through what-if analysis.

This unique approach drives greater policy accountability as well as mitigating knowledge drain, as there is a central knowledge repository to capture the entire process.

Maximize Value from Existing IT Investments
Deploy a proven cost effective eligibility screening solution, without compromising or replacing legacy investments. Oracle’s Eligibility Screening solution enables you to leverage existing technology investments by integrating with existing or new CRM applications. Because the rules are documented in natural language, it ensures a significant reduction in training costs for call center staff, enabling the deployment of expert resources to higher-value roles.

CONTACT US
With a number of successful implementations around the globe, Oracle has a demonstrated track record in the public sector. For more information, please contact us at 1.800.ORACLE1 or visit us at www.oracle.com/government.

Oracle is committed to developing practices and products that help protect the environment

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