

Oracle CX for Public Sector

Modern Health and Human Services for the Digital Age



INDUSTRY SOLUTIONS

Health and Human Services

- Child Welfare
- Medicaid
- Integrated Eligibility
- Child Support

KEY FEATURES

- Tailored roles for Mandatory Reporters, Triage Workers, Case Workers, Citizens, and Third Party Service Providers
 - Manage and restrict data access based on role and organization
 - Comprehensive view of program beneficiaries
 - Intuitive online application for benefits, and real-time, tailored advice on complex eligibility programs
 - Strengths and needs analysis
 - Build sophisticated, tailored benefit delivery plans even in the face of changing families and circumstances
 - Capture, visualize, and follow complex relationships between family members and other individuals
 - Partner portal to collaborate with third party service providers
 - Real-time analytics for outcome measures and federal reporting
- Digital empowerment has transformed citizens' expectations of government. User-friendly and ubiquitous digital interaction channels now have citizens wondering why their engagements with government agencies cannot be similarly easy. This is the case at all levels of the Public Sector, from local government to national government programs including social services, immigration, customs, and taxation.
 - With decades of experience serving thousands of government agencies around the world, Oracle has innovated in the cloud to bring transformative citizen engagement solutions to the Health and Human Services market.
 - Oracle has built a modern unified platform that integrates technologies spanning Cloud, Mobile, Social, IoT, AI, Data and Security, and delivered industry-focused solutions to solve complex business problems.
 - Today, Oracle offers comprehensive digital engagement solutions for many aspects of citizen engagement such as real-time personalized advice, self-service portals with embedded knowledge management, and a digital application process for benefit programs which is accessible anywhere and anytime — including mobile, web, social channels, chatbots, call center, and local offices.
 - Our CX Cloud solutions for HHS combine these decades of experience with the broadest cloud service portfolio of any vendor. Regardless of where you are with your current IT infrastructure, Oracle can provide you with a proven path to digital transformation.

Omni-Channel Self-Service

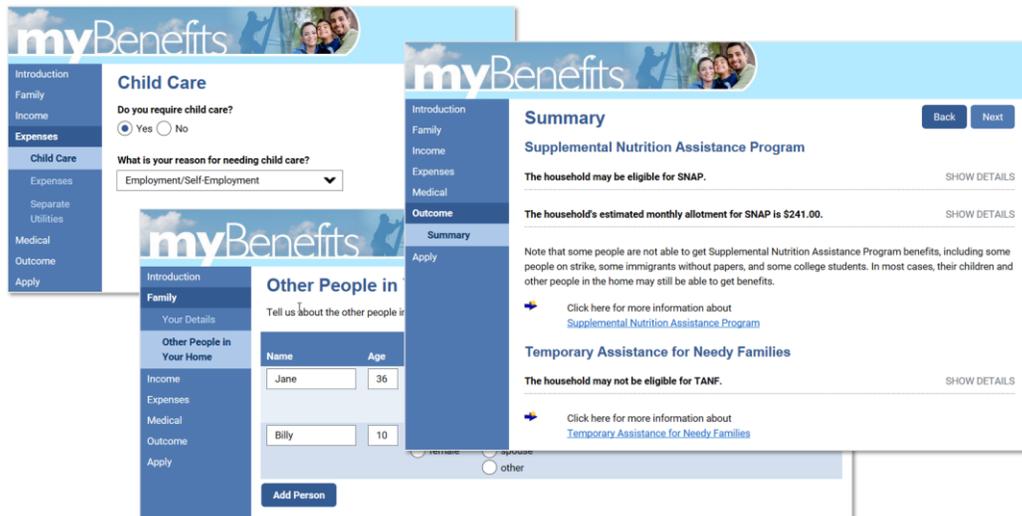
Traditional HHS solutions have focused on managing citizen data and empowering employees but have been less able to streamline citizens' interactions with government. Oracle CX offers a powerful omni-channel framework, which allows citizens to interact with government on their terms using in-person, phone, chat, mobile and self-service channels. The self-service capability of Oracle CX includes always-on and automated options such as AI-driven chatbots that can apply sophisticated benefits rules, and web self-service. This flexibility reduces service delivery backlogs, and encourages citizens to maintain contact with HHS agencies to keep their details current and to ensure they receive the correct benefits in a timely manner. This enhanced front office experience helps drive greater back office accuracy than ever before.

Advanced Case Management

Oracle CX doesn't stop with always-available and streamlined citizen interactions. It offers advanced case management designed for long-running cases that involve complex and changing family situations. The solution includes a powerful ability to link multiple cases (e.g. for different benefit programs), and to assign family members to different roles on these related cases. It includes sophisticated data mastering to deliver a rigorous 360-degree view of citizens and their benefits. And, it provides triage and case workers easy web and mobile access to case workloads, details, history, and planned next-actions — removing guesswork and ensuring consistency of support delivery, while driving efficiency and accountability.

Modern, Highly Secure Cloud Platform

The Oracle Cloud platform provides rigorous security at every layer from the physical data center security all the way through our network and software solutions. Oracle understands the sensitive nature of Health and Human Services data and has cloud applications successfully deployed in highly-secure and dedicated environments for government agencies (including HHS) in the United States and other regions of the world.



CONTACT US

For more information about the Oracle CX Cloud, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Integrated Cloud Applications & Platform Services

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