As agencies across the nation face growing caseloads and shrinking budgets, the need for fast and accurate eligibility verification has never been greater. With limited funds to distribute, agencies must ensure that every applicant receives a fair determination—as quickly as possible. However, with more people entering the system comes more opportunity for fraud and erroneous benefit determinations. And if manual processes are in place, the system slows down even further as the growing number of cases clogs the workflow.

With extensive experience in eligibility verification, First Data offers innovative automation and enterprise-level solutions that make eligibility screening of individuals and providers easier, faster and, most of all, more accurate.

Driving end-to-end simplification of commerce is First Data’s only business, and we leverage our depth of resources and know-how to help you provide faster functionality, greater convenience, better security and smarter efficiencies to your constituents.

Eligibility Solutions

Providing economies of scale, ongoing innovation and unequaled access to information in multiple databases, First Data delivers solutions that address the unique needs of eligibility verification programs.

Our reputation for focused, effective service has enabled us to manage eligibility projects in a growing number of states and consult on some of the largest ones in the nation.

We Can Help You Meet Today’s Eligibility Challenges:

Speed up eligibility verification to meet time constraints
→ Automated searches eliminate time-consuming manual methods
→ Identify ineligible clients prior to fund distribution

Easily conduct multiple searches from multiple sources
→ Bundled and batched searches of property, income and financial resources
→ Flexible menu of search criteria—search only those categories that are needed

Reduce fraud and avoid incorrect eligibility determinations
→ Real-time information of income and assets with bundled searches
→ Access information nationwide

Stay accurate and efficient, so you can stay on budget
→ Verify more applicants more quickly
→ Provide real-time resolution
→ Increase caseload productivity and accuracy
Eligibility

By building convenience into every solution, saving time at every step, applying proactive security measures and driving cost and complexity out of database search systems, our solutions can help you quickly and accurately identify individuals and providers, verifying assets and services.

Solutions

**Data and Analytics Tools**—Helping you reduce fraud and improve service to qualified applicants by verifying applicant and provider identities and eligibility.

- ID verification
- Address tracking
- Asset verification
- Bank account scan
- AuthentiCare®, an automated point-of-service verification system

**Features**—Flexible, secure and convenient search technologies to meet your specific needs.

- Search applications that match your preference:
  - Web interface
  - Batch
  - HTML
  - A combination of any or all of the above
- Customized searches using one database
- Multiple databases used in one search
- Multilayered security measures
- HIPAA and PCI compliance support
- Bundled searches that replace/complement your current system

Case Examples

**State of South Carolina—Care Call**

**Challenge:** More efficient monitoring and verification

**Solution:** First Data’s automated provider-monitoring system, AuthentiCare

**Result:** In-home provider monitoring for over 12,000 providers drove big increases in service quality, payment accuracy and reduced costs and fraud

**State of Michigan**

**Challenge:** Lack of interoperability

**Solution:** To meet its own mandate, the state turned to First Data to create an enterprise solution for cross-departmental online payments

**Result:** PayPoint Payment Gateway handles over 200 applications, enabling payment via credit, debit and eCheck

Awards and Honors

We are proud that our commitment to developing more cost-effective and streamlined solutions for our clients has been recognized by the following institutions:

- Promising Practice designation, South Carolina Care Call, Centers for Medicare and Medicaid Services
- 2008 CIO 100 Award Honoree, CalWIN, CIO magazine
- ACH Quality Award, NACHA 2008
- Prepay Innovation Award, Giftex 2009
- Collections Product of the Year, Tech ‘07

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people, businesses and public entities around the world to conduct transactions. Serving millions of merchant locations, thousands of card issuers, and hundreds of public agencies and private institutions, we develop better solutions to make service delivery more simple, secure and efficient.

Our solutions for eligibility screening are designed to automate and streamline operational processes to deliver faster, more accurate determinations. By focusing on the unique needs of eligibility administrators, we drive cost saving and improved service, benefiting both our clients and their constituents.