



HOW STATES ARE MODERNIZING ELIGIBILITY SYSTEMS

Progress Corticon and the A-87 Cost Allocation Exception

Released by the Centers for Medicare & Medicaid Services (CMS), the Administration for Children and Families (ACF) and the USDA Food and Nutrition Service (FNS) in July 2015, the A-87 Cost Allocation Exception clarifies the process of taking advantage of enhanced federal funding to modernize and integrate benefits eligibility and administration systems. States can receive reimbursements of up to 90 percent for upgrading certain applications with Customizable Off-the-Shelf (COTS) technologies such as a business rules engine. Modernizing of legacy systems is among the top 10 priorities of CIOs in 2016, according to The National Association of State Chief Information Officers (NASCIO).

Why? Because, state and local agencies across the country are tasked with simplifying benefit determination and administration to operate efficiently. Fortunately, the A-87 exception provides enhanced funding for rules engines, encouraging states to implement and share best-of-breed architecture and technology components to process and manage increasingly complex, changing rules that stem from programs such as the Affordable Care Act (ACA) and policy changes.

The effects of the A-87 exception will include a more streamlined experience for citizens and more cost-effective use of governmental resources. Most importantly, new solutions will enable faster and more accurate distribution of benefits to the people who need them. These include Medicaid and Medicare patients and recipients of other human services programs, such as the Supplemental Nutrition Assistance Program (SNAP), the Temporary Assistance for Needy Families (TANF) and Women, Infants and Children (WIC) programs.

Medicare and Medicaid Services

Since the ACA changed the processes related to the distribution of Medicaid and Children's Health Insurance Program (CHIP) benefits, states have had to upgrade their existing eligibility systems. The ACA requires all states to implement new business rules for determining eligibility based on a single standard, and calls for a new data source—the Hub—for verifying applicants. These rules and policies continually change and as states update their new eligibility systems, business rules engines like Progress® Corticon® are essential.

How Progress Corticon Can Help

Progress Corticon has been successfully implemented by many states as the Business Rules Engine (BRE) of choice, driving smarter, faster business automation at a variety of agencies.

Corticon separates business rules from code, enabling business analysts to quickly create or modify rules, while eliminating costly custom coding and lengthy development cycles. Once logic is expressed, Corticon compiles to a high-performance executable exposed to existing systems as standards-based services. These are open application programming interfaces, so users can call the same rules via multiple systems and reuse rules, as well.

Some key features of Corticon for state and local government agencies include:

- **Support for Shared Services:** One key driver is the use of shared services among government organizations. The goal of shared services is to implement one solution and use it across many agencies. In many organizations, the IT department procures the rules engine and bills supported agencies for using various components, cutting costs for each agency dramatically. Although states have yet to perfect the process, shared services is trending, and standardizing on a user-friendly tool will facilitate adoption.
- **Enhanced Control:** Corticon enables organizations to help promote collaboration by empowering the subject matter expert, which can eliminate the back and forth between business users and IT staff. Corticon separates business logic from the code, so business users can write, test and implement new rules and rule changes themselves, and use the onboard diagnostics tools to verify the changes are correct before going live.
- **Timeliness of Service Delivery:** Because Corticon keeps rules separate from code, it's faster and easier to put changes into production and, as a result, citizens can access services they need sooner than if agencies had to execute an entire software development lifecycle before implementing the changes.

Corticon enables states to:

- Leverage an intuitive interface consisting of business terms to construct rules with drag-and-drop actions
- Create audit trails so users can see rationales for why an applicant was denied or approved
- Improve rules integrity with built-in testing that finds and corrects incomplete, circular or conflicting logic

Not Just for MMIS

Corticon is currently deployed by more than half the United States. In addition to Medicaid/Medicare information systems (MMIS), states can use Corticon for managing business rules across multiple agencies and state-funded programs, including:

- **Department of Health and Human Services agencies** (including services such as tracking and distribution of food stamps, temporary assistance, fuel assistance and so on)
- **Pension distribution**
- **Department of Labor services**
- **Child Welfare**
- **Department of Motor Vehicles**
- **Statewide Licensing**

Corticon's Success with the A-87 Exception

The Commonwealth of Pennsylvania

The Pennsylvania Department of Human Services (DHS) has been using Progress Corticon to perform more than 250,000 rules executions across 40 core decision services, transforming productivity and improving business agility across the department. Corticon reduces manual processing by case workers, and helps the department comply with legislation by providing greater transparency and traceability of the rules to the legislation. Corticon accelerates the process of determining eligibility and enables self-service screening, ultimately improving citizen service.

The Commonwealth of Pennsylvania is currently looking for ways to expand its use of Corticon further. One goal is to enable real-time eligibility decision-making, so benefit applicants can fill out a common form online and get an immediate response on eligibility determination.



Having a single rule service across three systems significantly decreased our effort and our risk when needing to respond quickly to changing operating environments."

Jim Weaver
CIO, Pennsylvania Department of Human Services

State of Indiana

To meet its strategic goals for modernizing all systems around Medicaid/Medicare eligibility, the State of Indiana set out to create more streamlined processes and integrate service delivery across all programs.

Indiana chose Corticon as its BRE for driving the Medicaid provider enrollment process—a process historically fraught with paperwork and multiple handoffs—and for determining eligibility across all state-funded programs, without the need for paper processes or lengthy systems development. Corticon enables them to build systems once and leverage rules across a variety of programs. Business users have the flexibility to implement changes quickly, directly into the systems, which improves code quality while accelerating development.



We were looking for a way to make changes at the speed of policy and program changes. Corticon enabled us to do that, while expediting development. We recommend you integrate a rules engine into your overall plan from the beginning of the journey."

Jared Linder
CIO, Indiana Family and Social Services Administration

Learn More

To learn more about Progress Corticon Business Rules Engine, visit
www.progress.com/corticon





About Progress

Progress (NASDAQ: PRGS) is a global leader in application development, empowering enterprises to build mission-critical business applications to succeed in an evolving business environment. With offerings spanning web, mobile and data for on-premise and cloud environments, Progress powers businesses worldwide, promoting success one application at a time. Learn about Progress at www.progress.com or 1-781-280-4000.

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