

Use Case

Preventing Fraud, Waste, and Abuse in Social Services and Benefits Agencies

Industry Challenge

Preventing Fraud, Waste, and Abuse and Reducing Risk

Whether it is a decision to approve or deny an application for Financial Assistance, adding a newborn baby to Medical Benefits, or continue providing existing Supplemental Nutrition Assistance Program (SNAP) benefits, the pressures of Social Service Case Workers (and their leaders) to make the right decisions has become more and more challenging. Federal and state requirements for eligibility are ever changing and seldom are they the same for all programs. Social Service agencies receive hundreds of applications for financial, food, health care, energy, and housing assistance each day. Most of those applicants are reaching out for help for their family members (often including children). Unfortunately, some individual applicants will commit unlawful acts to receive benefits to which they are not entitled. When such actions occur, it affects Social Service systems in many ways:

- **Fraud**—each county or state Social Service system receives federal and state funds to serve the residents in their jurisdiction. When applicants who are ineligible and apply using fraudulent information to obtain benefits, it stresses the overall budget. Applicants may face prosecution for fraud, but often the fraudulently issued funds are unrecoverable
- **Waste**—when Social Services systems are overwhelmed with too many applicants and not enough Case Workers, the quality of the service delivery suffers. Human error increases by either issuing benefits, when the applicant is not eligible, or failing to close a case when a recipient loses eligibility. These actions waste the available resources

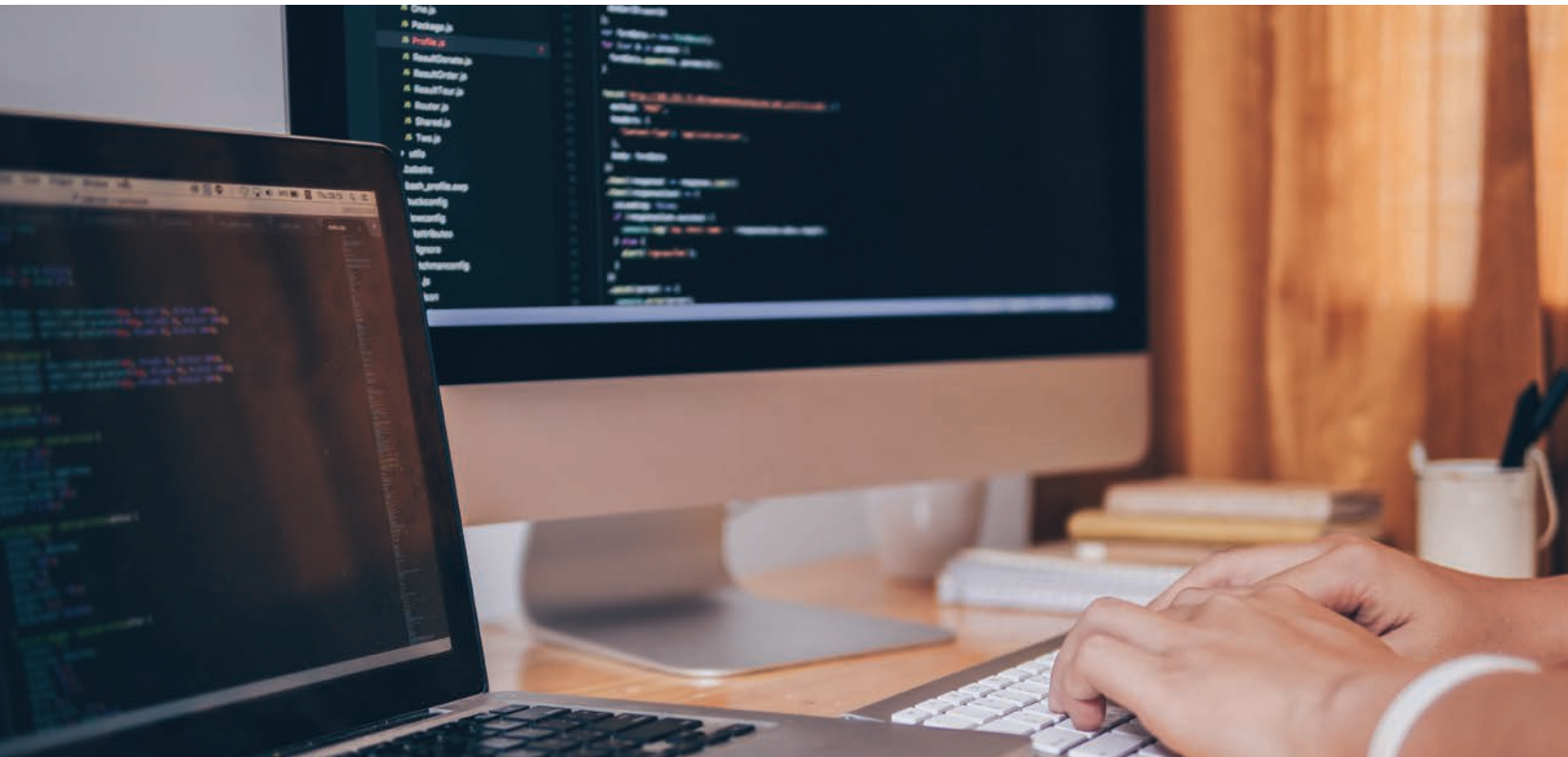
- **Abuse**—such community providers as landlords, neighborhood stores and others, use and abuse Social Services systems to either benefit their businesses, families, or themselves

Solution

Real-Time, High-Accuracy Analytics for Critical Decisions

High-accuracy, real-time analytics decision support is now available to help Social Services agencies and their workers make better and faster decisions. LineSight® is a decision support tool that uses real-time advanced analytics for better, faster and more informed decision making within today's Social Services enterprises. LineSight was developed to meet the challenging risk assessment requirements of border security, processing billions of queries to accurately identify threats in seconds to stop threats and avoid delaying a clearance decision. Now, the same real-time analytic process is available to combat fraud, waste, and abuse.

With LineSight, a Case Worker can retrieve and accurately analyze more information in seconds than a person can study in days, including histories of family members and residential address, criminal records, incident reports and more. LineSight provides Case Workers with vital data, assessment reports and supporting information to enable a speedy and better-informed decision. As a result, Case Workers can be more productive, and children and their families are able to get what they need more quickly. Addressing the basic needs of children and families improves their overall well-being.



LineSight's groundbreaking technology and analytics capabilities can automatically flag and direct questionable applications for further investigation and analysis—before benefits or payments receive authorization. If an investigation confirms fraud, the full details are at the fingertips of the Case Worker and if the fraudulent or abusive action warrants, the Case Worker can forward to information to the appropriate authorities. LineSight can assess the likelihood of fraud in seconds. In turn, the 99.9% of claims that are legitimate can be processed, with no delay, therefore addressing the needs of children and families, as well as meeting the federal and state timeliness requirements.

- Improve decision making to support better critical decisions
- Reduce instances of fraud, waste, and abuse of benefits and payments
- Improve alignment of programs to citizen needs and reduce costs
- Provide insights in seconds to the right people at the right time
- Improve overall efficiency and outcomes
- Reallocate savings and time toward other critical needs and areas

Agency Value

Improve Decision Making to Save Time, and Money

LineSight's real-time analytics and data integration capabilities, allow today's Social Services agencies the ability to minimize data overload and the manual data input/entries that often result in inaccuracies—all of which can lead to late decisions or worse—wrong decisions. Decision makers receive the information they need to make timely, effective decisions.

Learn more how LineSight can be applied in your Social Services agencies to improve your mission and enable positive outcomes. www.unisys.com/LineSight



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