



PEGA DYNAMIC CASE MANAGEMENT

For Health & Human Services (HHS)

A PEGA DATASHEET

The Market Leader in Dynamic Case Management

John Smith suffered a life event and is temporarily unable to work. How can he access his eligible government benefits? How will he ensure his children receive the care they need? New Comprehensive Child Welfare Information System (CCWIS) systems must be designed to support social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services. Consistent and effective resolution of today's case management challenges depends on workers to assess the problem at hand, have access to the right systems and data, and collaborate across multiple functions, teams, and geographies—all while following legislative policies and procedures. Relying on people to accurately handle all these details is inefficient and risky, resulting in inconsistencies, expensive rework, work backlogs, missed opportunities, low citizen satisfaction, slower delivery of vital citizen services, negative press, litigation and in some instances tragic preventable events.

Pega is the market leader with the industry's most comprehensive and unified dynamic case management (DCM) platform that helps government get work done across the entire lifecycle of a case. Pega DCM provides an agile work environment, multi-channel integration, social collaboration and mobile support, predictive and adaptive analytics for user guidance and decision support, enterprise content management integration and business rules.

Unlike traditional BPM, which forces every case to rigidly follow a predefined path that can't accommodate unforeseen circumstances, Pega DCM instantly adapts to every situation, and helps government agencies automate and complete the entire lifecycle of both planned and unplanned work. Agency leaders use Pega to align work with agency mission and to confirm that policy goals are met.

Pega's unique Build for Change technology completely eliminates the hard-coded programming that makes traditional applications hard to build and hard to adapt to diverse agency program requirements, channels, geographies and regulations. As a result, customers report 50 percent faster time-to-market using Pega over competing solutions.

“ Processing 600,000 healthcare-related licenses annually, we needed an application that could support a large volume and be scalable across the State of California. With Pega, we will have reduced manual processes and expedited the licensing process from months down to days. ”

Gary Nodine
CIO, California Department of Public Health

CHALLENGE

Improve the efficiency of how people get work done across a maze of system and agency silos. Drive work to optimal outcomes in your fast-changing environment.

SOLUTION

Pega Dynamic Case Management for Health & Human Services helps you simplify and automate work. It brings together the people and information needed to get work done completely and correctly throughout the entire lifecycle of a case. Built-in mobile and social capabilities simplify collaboration through any device and any channel.

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Simplifies and Automates Case Work

- Users see pending cases, assign tasks, manage ad hoc work, create new cases and sub-cases, do research, collaborate, and manage case status throughout the entire lifecycle of the case.
- Pega DCM applies analytics-powered decision management and business rules to automatically resolve cases whenever possible, and to defer to guided human judgment as required.
- The system automatically delivers the right data and documents for easy access in the context of the case.
- Pega Pulse™ Social Collaboration facilitates problem solving with employees, partners and customers as part of the case—with complete security and auditability.
- Design by Doing™ technology turns ad hoc work of a successful case into a repeatable best practice for reuse in similar situations.

Improves Visibility and Management

- Complete case lifecycle visibility: from receiving, to routing, reporting, research, response and resolution.
- Dashboards provide real-time insight into caseload levels, work rates and work quality.
- Assign or transfer work among workers and teams.

Engages Users across all Channels

- Design once and deploy everywhere: Pega Omni-Channel UX™ reduces the time and cost to design and deploy today's multi-channel applications.
- Screens responsively adapt to the platform and screen size. The user experience is automatically tailored to the device and channel for the current user and situation.
- Mobile users are empowered with native device features such as location, video, image and signature capture.



Automatically adapts to diverse program requirements, legislative changes, geographies and regulations

The policies and procedures that govern work vary widely. It's neither practical nor cost-effective to create a separate process for each and every one. The Pega Situational Layer Cake™ uniquely solves this problem, so you can deliver solutions faster and at lower cost:

- Captures common and shared case types, decisions, forms and data handling.
- Specializes elements according to such dimensions as public assistance program type (CCWIS, TANF, SNAP, Medicaid, WIC, Regulatory Licensing, etc.), program-specific legislation, channel, department, geography, language or time.
- Automatically assembles screens, processes, decisions and cases to match the situation at hand.

Delivers Enterprise-Ready Applications

- Federated Case Management makes it easy to share cases and information across any number of independently governed and secured Pega DCM systems.
- Pega Zero-Disruption Architecture simplifies delivery and maintenance of high-availability applications.
- Pega Live Data simplifies the integration of enterprise data and your SOA. Caching improves performance and reduces load on external systems. Loose coupling of the process and presentation layers enables flexible change to data sources.
- All of these benefits are available on Pega Cloud™ or on premises with one-hundred percent portability.

[Learn more at: pega.com/government](http://pega.com/government)

