



# Public Sector and Pega Dynamic Case Management

## Government Agencies Can Better Serve Their Constituents Using Pega Dynamic Case Management

“Do more with less” has been a popular mantra inside companies for decades, most recently revived again after the 2008 financial crisis and global economic recession that followed. These events forced businesses to readjust their goals, resources and staffing levels to adapt to the new economic climate. Over the past 5 years, government agencies—long viewed as immune from market-oriented pressures—have also begun to adopt the same mindset of finding ways to do more with less as their constituents demand better service delivered more efficiently.

My colleague Dave Dantus, Pega’s Business Line Leader for the Public Sector, has discussed the challenges state agencies face and how [technology can provide a low-risk, high-reward approach for their modernization efforts](#). In this article, we’ll discuss real-world examples from both the public and private sectors to illustrate how Pega Dynamic Case Management can help governments transform how they deliver services to their constituents.

Many federal and state governments provide benefit delivery for their citizens and manage the end-to-end claims process just like a private insurance company. Dave Dantus previously blogged about how CSC, one of just a handful of companies authorized by the US government’s Centers for Medicare & Medicaid Services (CMS), [successfully manages new prescription drug plans enabled under Medicare Part D](#). With help from Pega, CSC enrolled one million new members in only six months, reduced training by 50 percent and decreased the length of enrollment calls by 60 percent. Other examples of [insurance customers that are benefiting from using Pega](#) are available on our website.

Unemployment insurance benefits are often provided by state agencies for residents who lose their jobs and need assistance finding new work. Like an insurance claim, when a claim is filed the unemployment agency needs to review, verify and determine whether or not to approve it. If approved, an ongoing series of payments are paid, the recipient’s eligibility is monitored regularly and the claim is closed after the recipient finds a new job or the maximum allowed amount of benefits have been paid out. [The Texas Workforce Commission announced that they have selected Pega](#) as the solution they will use to modernize their Unemployment Insurance Benefits system that currently runs on a 1990’s mainframe system. Pega will provide the new user interface to manage the claims process including Claim Intake, Adjudication and Inquiries, as well as integrate with their call center. The solution will also support specialized claims such as Disaster, Mass Layoff, Shared Work and Extended Benefits. A European national unemployment insurance organization also uses Pega to manage their benefits program. These examples of Dynamic Case Management include seamless integration to existing applications and systems of record so that Pega customers do not have to worry about costly ‘rip and replace’ projects to drive automation and efficiency in fulfilling citizen services.

Insurance companies that use Pega to manage property or automobile insurance policies is another example applicable to public sector agencies tasked with field inspections. If your vehicle has ever been involved in an accident or you’ve experienced damage to your home or business covered by an insurance policy, you’ve probably interacted with a lot of different people at your insurance carrier. After reporting your claim, an adjuster typically comes out to inspect the damage, capture important information, take photos, compare the estimated loss against the terms of your policy and then provide information back to headquarters to progress your claim. Many government agencies do field inspections to ensure compliance with laws and regulations, and then need to take various actions based upon their findings. Examples include inspecting commercial facilities, livestock or public utilities.

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Lastly, many countries provide healthcare services to military veterans as well as enlisted and reservist personnel. Did you know that four of the top five healthcare payers currently use Pega Dynamic Case Management solution for a [variety of different healthcare scenarios](#). Government agencies could easily achieve similar gains in efficiency, deliver better care and improve patient outcomes, and some are already doing so using Pega (although unfortunately we cannot share their names).

What unique Pega capabilities helped these organizations be so successful? Many vendors will tell you they deliver a “360 degree view” of the customer. At Pega, we believe most vendors focus primarily on capturing *customer data* – which is very important but only part of the equation. In our view, in order to provide a superior customer experience and automate the activities to achieve that goal, gaining a broader and deeper connection with the customer is required. We describe our technology as delivering a *high-definition 1080p view*—similar to the 1080p high-resolution feature available in today’s top-of-the line televisions. Think of the first time you saw your favorite sport or program on a 1080p television: Did you wonder aloud how much you have been missing by not having 1080p clarity on your own TV? In addition to customer data, Pega technology captures and leverages *business intent and process*. Business intent focuses on understanding why the customer is contacting you and identifying the decisions and Next-Best-Actions to fulfill their needs. Process focuses on where, when and how you are going to fulfill the customer’s needs. CSC uses Pega Dynamic Case Management to capture *Intent + Data + Process* and organizes everything into a case folder that provides a comprehensive 1080p high-definition view of the citizen that tracks their history, family members and performance against program requirements.

In all these examples, Pega intelligently orchestrates all of the activities, people and procedures needed to drive the work to completion. Constituents can contact the government agency by phone or the agency website to open a new case. Government inspectors out in the field can use their mobile device to create a case by capturing information (including geo-tagging) right into the Pega application using a simple form. Pega routes the case, attachments and other pertinent information to reviewers and subject matter experts who need to take specific actions. Pega’s rules engine can guide all of the activities and decision-making to ensure compliance with relevant rules and policies. Customized Service Level Agreements (SLAs) can be set and automatic escalation activities initiated if the deadline of a specific activity has passed or the overall case is at risk of exceeding its SLA. Business leaders, team managers and other stakeholders can utilize Pega’s out-of-the box case manager portal which provides a visually appealing dashboard interface to track the status of all cases and the ability to drill down into specific cases.

**We invite you to learn more about how Pega Dynamic Case Management can help you revolutionize how your organization manages its work so you can increase efficiency and improve satisfaction of your constituents for the services you provide. Additional information is available in the [Public Sector](#), [Insurance](#), and [Healthcare](#) sections of our website.**

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