

Unisys Corporation

For over 136 years, Unisys has been partners with businesses and governments to improve the operational efficiencies of their mission-critical environments. We manage data centers, modernize critical applications, and support the end users of some of the largest public and private entities on earth, while keeping everything safe and secure. We combine expertise in Consulting, Systems Integration, Outsourcing, Infrastructure, and Server technology.

Unisys is a worldwide systems integrator specializing in information technology services and solutions. We offer an end-to-end portfolio of value-based solutions led by our competency in consulting and systems integration, outsourcing, network services and security, combined with leading enterprise-class server and related Technologies. Our government clients value the combination of people, process and performance we deliver on every project:

- Our people get it done — we resolve complex, information technology problems with a combination of precision thinking and relentless execution.
- Our Vision-to-Value process is proven — we strategically align our clients' IT investment with their mission and vision.
- Our performance is world class — we deliver what we promise.
- We have kept our commitment to more than 1,500 government clients around the world

Unisys has a long history of supporting Health and Human Services programs that go back over 40 years. We offer an end-to-end portfolio of services to our HHS clients. The table below highlights Unisys commitment to the Health and Human Services:

Child Welfare	Public Assistance & Medicaid Eligibility	Child Support	Health Services/ Medicaid
<ul style="list-style-type: none"> • Arizona • Florida • Indiana • Kentucky • Maine • Michigan • New Zealand • Peel Region, Ontario, Canada 	<ul style="list-style-type: none"> • California • Florida * Los Angeles County, California • Michigan * New York * Pennsylvania * Texas * Virginia 	<ul style="list-style-type: none"> • District of Columbia • Florida * California • Massachusetts • Pennsylvania • Oregon • Ontario, Canada • Australia 	<ul style="list-style-type: none"> • Idaho • Kentucky • Louisiana • Maine • Massachusetts • New Jersey • Oklahoma • West Virginia

* Indicates Current Customer Engagements

We deliver what we promise. We have a very successful track record of delivering health and human services solutions to governments at all levels and in all geographies.

Unisys Presenters Bios

Garland Kemper

Garland Kemper is a highly qualified senior manager offering over 20 years of direct experience assisting health and human services agencies and providers in the implementation and operations of mission-critical technologies. Ms Kemper began her career with the public assistance agency (the Department of Transitional Assistance - DTA) in Massachusetts. Serving for six years managing shelter programs for homeless families in the Commonwealth, Ms Kemper assisted in the design of the state's new public assistance eligibility system, BEACON, focusing on the Emergency Assistance program for homeless families but eventually transitioning to serve for three years as the BEACON data architect.

Since leaving state service, Garland has assisted state, county and local health and human services in every aspect of systems integration, implementation and support. She has a deep knowledge of the current systems, policy and data for the full range of health and human services, including public assistance, child welfare, healthcare, public health, mental health, and education (K-12).

- *Domain Expertise* - Public Assistance Eligibility, Case Management, Payment, Child Welfare, Health Information Technology, Medicaid, and Federal Revenue Maximization
- *Project and Program Management* - Certified PMP, Project Manager, Requirements Definition, and Group Facilitation
- *Management Consulting Services* – System Implementation, Application Design, Data Conversion, Procurement Assistance, Quality Assurance, and Testing

Timothy Orient - PMP

Mr. Orient is a Senior Manager at Unisys Corporation and has over 22 years of experience in the implementation of large scale Health and Human Services (HHS) solutions. His current position at Unisys is HHS Solutions Manager. In this role, Mr. Orient is responsible for reviewing Unisys HHS offerings and working with clients to determine what solutions will meet their needs. His HHS domain experience includes:

- Child Welfare
- Child Support Enforcement
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutritional Assistance Program (SNAP),
- Medicaid Eligibility

He has participated in all phases of the project life cycle from opportunity identification, capture process, project management, application design and development, training, conversion, implementation, quality assurance, process re-engineering, post project support, closeout and oversight. He holds college degrees from Pennsylvania State and Robert Morris universities as well as PMP certification.

In what state(s) do you currently operate enrollment systems for Medicaid and/or CHIP programs?

Unisys has implemented eight Public Assistance and Medicaid Eligibility implementation engagements as well as eight Health Services/Medicaid engagements. We are currently supporting two of the largest Medicaid Eligibility implementations in the country, Los Angeles County (LEADER Project) and New York (Medicaid Eligibility project EEDSS/HEARTS).

Project Name	Brief Description of Project
<p>Los Angeles County Department of Public Social Services (DPSS) Eligibility, Automated Determination, Evaluation and Reporting (LEADER)</p>	<p>Work Performed: Unisys manages all aspects of LEADER, including project management, application development support and operations, database management, testing, training oversight, and hardware/software support services during the initial development phase of LEADER. Unisys created the technical infrastructure, including the design, development, and implementation of the client/server architecture and asynchronous transfer mode (ATM) wide area network (WAN), enterprise server data center operations, site preparation (including data and power), site installation, integrated network management system, technology help desk, high-volume/high-speed central print, and installation of 15,000 workstations, laptops, and printers. We identified implementation requirements, costs, staffing, and resulting benefits and risks. Development and implementation occurred from April 1995 to April 2001. Application Modifications and/or Enhancements (M&E) and system operations began in 04/2001 and will continue through 04/2011.</p>
<p>New York – Medicaid Eligibility Projects - EEDSS/HEARTS</p>	<p>The Healthcare Eligibility Assessment and Renewal Tool (HEART) is a web-based system designed to act as the engine for the department's Enrollment Center. It will allow center staffers to speed telephone and mail-in renewal applications and provide consumers with the centralized and accessible resources they need to maintain their health insurance coverage.</p> <p>HEART will automate the eligibility rules for Medicaid, Family Health Plus and Child Health Plus and will prompt for needed information that may be missing for the case record, helping to assure all the application forms are properly filled out to obtain coverage.</p> <p>All the application pages are created as .ASPX pages, which are hosted on Web Server, Data Validations are performed at two levels:</p> <ul style="list-style-type: none"> • All the formatting validations, Required field check are done at the client side via Java script • All the business validations (cross-column validation) are performed on the server side at App Server. <p>The project is currently in the implementation phase of the project.</p>

Do you provide for online enrollment?

The Unisys LEADER solution for Los Angeles County went live with a case inquiry web-based interface for use by clients in May of 2010. This interface allows current clients to view information about their case, its status, and other eligibility related information (i.e., benefit amount, reporting requirements, etc.). The web interface is currently in development to allow county citizens to apply for a range of public assistance benefits, including SNAP, MediCAL and CalWorks. The NY State HEARTS system, while utilizing a web-based user interface, is not directly accessible to clients nor applicants. While it is the stated intent of the state to provide web access to case information as well as to apply for Medicaid and FamilyHealthPlus, that is not functionality contained in the latest version to be released in May, 2011.

- If so, does the application contain error checks and/or business logic, or require applicants to complete all required questions before applications can be submitted?
- *Providing error checking, guided interview logic, and assuring complete and appropriate data inputs are core components of any user interface and are certainly reflected within every system Unisys provides. YourBenefitsNow , the system to be implemented in Los Angeles, does basic field level validation, but there is no in-depth business logic represented. We do have a guided interview queue / navigation / etc. that reflects business policy.*
- How is paper documentation handled?
- *Some of the programs to which users will be providing data do not require paper documentation For those that do, within LEADER, applicants will be asked to mail to or drop-off at their local benefits office any required documentation.*
- What percent of applicants apply online? What is the application completion percentage for these applications?
- *Other counties within California have experienced between a 20 and 30% utilization of the web interface for applications. Based on the number of clients using the inquiry capabilities available since May, Los Angeles County anticipates similar number once they go county-wide.*