



The future of integrated eligibility

KRIS Benefits Management: A modern, flexible, and adaptable solution

Modern solutions for a modern government

Navigate the dynamic landscape of public benefits and propel your organization into the future by embracing a business-driven solution that aligns with your business objectives. Integrated eligibility solutions operate within a complex web of regulatory, operational, and technical requirements. KPMG has thoughtfully applied our many years of knowledge and experience to a solution that will unleash the potential for states to deliver, monitor, and manage programs more effectively than ever before. KPMG Resource Integration Suite (KRIS) Benefits Management is a KRIS Connected “Business App” powered by Salesforce Public Sector Solutions and includes other industry-leading software components that are part of the KRIS Integration Platform.

Why KRIS Benefits Management?

For decades, states have envisioned creating a holistic view of their health and human services (HHS) clients across agencies and systems to drive better outcomes while creating efficiency through self-service delivery channels and enabling business process redesign. To achieve this goal, it is imperative that states consider a solution that is truly modular, flexible, and business driven.

Introducing KRIS Benefits Management, a software as a service (SaaS) based solution built on industry-leading third-party products pre-configured with KPMG intellectual property, including business logic residing in the KPMG Enterprise Reference Architecture (KERA) for HHS. For example, KRIS Benefits Management utilizes pre-configured enterprise architecture (EA) assets that align to Federal partner agencies’ standards, including Medicaid Information Technology Architecture (MITA), National Human Services Interoperability Architecture (NHSIA), and Centers for Medicare & Medicaid Services (CMS) Electronic Remit Advice (ERA).

These EA asset accelerators include “to-be” process flows, requirements, and design artifacts for HHS programs. The business-driven artifacts, coupled with industry-leading products, enables KRIS Benefits Management to implement configurable solutions that meet clients’ unique business needs in an accelerated time to market with lower total cost of ownership.



Human-centered design for workers and clients

– Enable a thriving ecosystem tailored for both workers and clients, emphasizing user satisfaction and accessibility.



Integrated case management

– KRIS Benefits Management brings together the power of Salesforce's Public Sector Solutions (PSS) case management capabilities with the KRIS Connected Platform used to support enterprise-level integration and shared services.



Enhanced omni-channel client experience

– The future of public benefits and client experience hinges on a robust, omni-channel approach that caters to diverse client needs.



Data-driven and insights

– Tap into the power of data and visualizations to drive informed decision-making and enhance the effectiveness of public benefits programs.

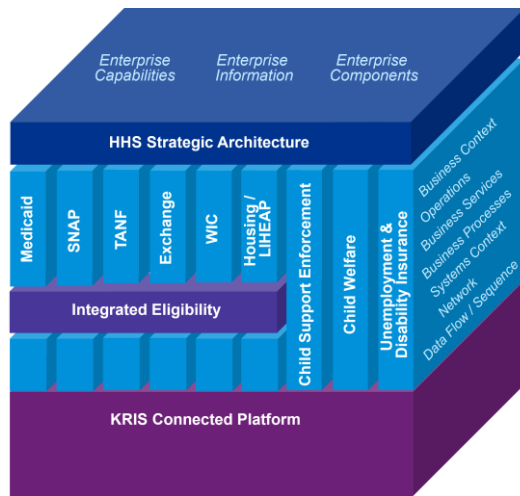


– Stay at the forefront of innovation by embracing the potential of artificial intelligence (AI) in public benefits management.



Adaptable case management

– Drive long-term viability and resilience with a solution designed for scalability and built to adapt to changes in technology, regulations, and social demands.



A connected solution

KRIS Benefits Management is a KRIS Connected “Business App” powered by Salesforce and other industry-leading products and assets including:

- **Salesforce Public Sector Solutions**— To enable nimble, agile, and low-code development of case management and workflow capabilities.
- **KRIS Connected Platform**— To provide integration capabilities across the enterprise, including pre-built orchestrations out-of-the-box between HHS programs and the systems that support them, including Medicaid, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Women, Infants, and Children (WIC), and Low Income Home Energy Assistance Program (LIHEAP) programs.
- **Oracle Intelligent Advisor**— For business rules, including an elegant eligibility rules framework and out-of-the-box configurations for rules codified by Federal regulations.
- **Messagepoint**— For industry-leading scalable notices, including on-demand capabilities not offered by other solutions in the market.

Salesforce Public Sector Solutions

The Salesforce PSS platform is a low-code, cloud-based platform that is purpose-built with configurable processes and data models that supports government use-cases and workflows. The PSS model is an aggregation of pre-built Salesforce Omnistudio, Service Cloud, and other cross-industries workflows and solutions that address needs specific to the health and human services domain. This comprehensive platform offers crucial features such as a customizable user interface, case management, guided workflow, AI-driven next best action, integration, and data insights. By providing a holistic 360-degree view of clients, the platform empowers organizations to effectively support, manage, and engage effectively and efficiently with their clients and stakeholders.

KRIS Connected Platform

The KRIS Connected Platform is an enterprise integration, data, and shared services platform. It contains the pre-built shared services and integration points for KRIS Benefits Management, including Business Rules, Master Data Management, Document Generation and Management, and Identity Credentialing and Access Management. The KRIS Connected Platform can be extended to become the foundation for the integration and shared services needs of your organization.

Contact us

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