



6 ways to make  
unwinding  
COVID-19 easier

MAXIMUS®

Your agency survived a pandemic. But what comes next may be almost as challenging.

With rules around eligibility and program integrity set aside during COVID-19, health and social safety net programs have large backlogs of members to recertify, including many added during the pandemic. Once the federal government declares the public health emergency over, your state agency will have just 12 months to address these issues to ensure future funding. And you may have to do it with a shrinking workforce due to a wave of retirements.

Fortunately, there is a solution that can help you adapt to what's next while you provide your state's residents with the assistance they need.

**12**  
MONTHS

## Connect with government's go-to partner for the challenges ahead

As you begin to unwind emergency COVID-19 measures of the past 18+ months, you'll want to do it in a way that's efficient, empathetic, and equitable.

Working closely with your agency, we can help you make a seamless changeover. At the same time, we can help you navigate pandemic aftershocks such as continued unemployment and staff burnout. Let's look at some of the ways that partnering with Maximus could benefit you.



# How your agency can get to a new normal faster

## 1. Clear eligibility and verification backlogs

80 million Medicaid/CHIP beneficiaries need to be recertified. With so many enrollees in these and other programs, efficient verification of eligibility is essential. We can help you redetermine benefits, suspend automatic managed care payments for the deceased, perform employer verifications and weekly adjudications for the unemployed, and bridge data siloes to fix broken eligibility systems.

## 2. Ensure program integrity

As the federal government's unprecedented emergency support for individuals and families comes to an end, program integrity will be a major issue. Take advantage of our know-how to tighten your integrity efforts — you'll be able to ensure benefits go to those who really need them and close anticipated budget gaps. Plus, use our expertise to identify pandemic fraud — affecting an estimated 10–50% of UI claims — and reclaim undeserved benefits where possible.

## 3. Return to work

More than 12 million Americans are currently unemployed, underemployed, or no longer looking. Our proven programs provide pathways for them to find meaningful work again, often in entirely new industries and with compensation that meets today's higher income expectations.

With only a 12-month window for her team to redetermine benefits, adding Maximus' knowledgeable professionals could make all the difference.

200,000

Medicaid/CHIP beneficiaries live in Tina's state.



#### 4. Enhance the customer experience

With millions being removed from program eligibility in the coming months, state officials will have to take great care in how they implement those policies. Count on our trained professionals to answer beneficiaries' inquiries quickly and clearly, while communicating compassionately about upcoming changes to rules.

#### 5. Modernize technology

As you reverse changes made to state eligibility and enrollment systems, you'll want to ensure efficient operation and uninterrupted service to beneficiaries. Maximus can help you modernize your technology for today's demands and eliminate bottlenecks.



Facing a loss of pandemic benefits, Aimee is fearful about what the future holds.

#### 6. Augment your agency workforce

States have been losing employees — and institutional knowledge — to a silver tsunami of retiring workers and pandemic burnout. To meet the many challenges ahead — from clearing out backlogs to communicating with the public — you'll need flexible talent solutions that can scale up or down as needed. With 25,000 skilled professionals, Maximus is ready to help.

## Helping governments before, during, and after the COVID-19 crisis

For decades, Maximus has been a safety net for the nation's safety net, supporting governments when they need help most. Throughout COVID-19, we were there for state agencies, providing essential support to health and human services programs. Rest assured, as you begin unwinding your emergency COVID-19 measures, we'll be there for you, too.



Our empathetic approach helps people like Aimee feel informed and empowered, while minimizing risks of negative publicity for governments.

## Experience and flexibility to help lead your state into the future

Due to revenue shortfalls, staff burnout, and other effects of the pandemic, many agencies will struggle with the magnitude of what's ahead. By engaging Maximus, you'll be able to tackle an increased workload with fewer resources. Plus, you'll gain the agility to swiftly evolve your operations in response to COVID-19-related policy changes.

When the public health emergency is phased out, time will be of the essence. With our deep government experience, we can help ease a difficult transition so you can keep delivering on your agency's all-important mission.

**45** years partnering with state HHS agencies

**72** state and local health services programs supported

**18** state UI programs supported during the pandemic

**10,000** clinical health professionals



## Ready to get started?

See how our scale and expertise can make it easier to unwind emergency COVID-19 measures. Consult with our experts today to ensure you're prepared for what's next.

Email us: [USServices@maximus.com](mailto:USServices@maximus.com)

[maximus.com/unwindingCOVID](https://maximus.com/unwindingCOVID)