

# Surge Application and Call Support for SNAP

Supplemental Nutrition Assistance Programs (SNAP) face surging call and application volumes as people turn to the program due to the economic consequence of COVID-19. This overwhelming intake volume forewarns of downstream impacts as SNAP programs race to get benefits to people quickly – all without compromising fiscal integrity demanded of federally funded programs.

## **With MAXIMUS, you can you respond to the current surge – and anticipate future needs**

Recent Office of Personnel Management (OPM) guidance allows state programs to use contractors like MAXIMUS to administer all aspects of federally funded entitlement programs – including SNAP. We can help you make eligibility determinations or serve program applicants in more expansive ways. We offer contact center support services to triage application inquiries, back-office application perfection services, and collection and processing of verification documents necessary to make determinations.

- **Unmatched capacity and ability to scale quickly** – More than 20,000 service agents working in over 60 MAXIMUS locations across 30 states, handling over 5.7 million calls each month – with nearly 70% of our U.S. workforce working from home. We have more than 4,000 federally cleared staff set up in work from home environments, operating on HIPAA compliant systems and procedures.
- **Ability to provide manpower, equipment and cloud-based services** – Our AWS-based, HIPAA-compliant solution offers secure access to your systems and the communications channels citizens prefer – especially personal mobile devices.
- **Decades of experience working with the populations served by your programs** – We support state-based programs, including 100 contracts with contact center components and 17 eligibility related program operations. MAXIMUS offers extensive experience in eligibility support functions across a myriad of government programs, including SNAP, WIC, Medicaid, Medicare, TANF, and CHIP.

We can easily augment your local county-based workforce in eligibility processing – logging into your system and processing SNAP applications consistent with your policies and procedures. In addition to case processing, we can also perform SNAP interviews and process on behalf of the state through our virtual channels.

## **Bridge program gaps through pragmatic use of applied innovation**

MAXIMUS can augment your existing SNAP program without costly and time-consuming disruptions.

- **SNAP Assist to simplify the application process** – SNAP Assist uses a mobile app to augment and simplify the application process by working with the citizen to collect verification documents as they go through the application process. The digital app uses a combination of optical character recognition and robotic process automation to populate the SNAP application to the greatest extent possible. Our aim is to decrease the time and effort required by a citizen to submit the application while increasing the accuracy of the information they provide.
- **Application Tracking System (ATS)** – This solution can be run in parallel to your native integrated eligibility system and is used to ensure applications are complete before they are processed for eligibility determination. Used extensively on Medicaid and other eligibility programs MAXIMUS supports, ATS screens applications and notifies applicants to provide missing information. ATS can be configured with triggers that allow for due dates and tasks to be prioritized.