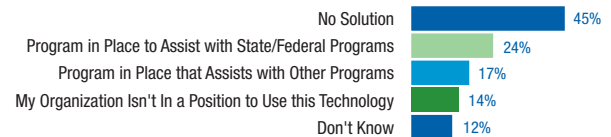


Summary

Section 1561 of The Patient Protection and Affordable Care Act (Health Reform) addresses the use of information technology (IT) for the enrollment of individuals in Federal and State health and human services programs. At present, 45 percent of respondents do not use an IT solution to enroll patients in these programs. Indeed, nearly 40 percent of respondents report that their current process for determining if a patient is eligible for social service benefits is manual. More than one-third of respondents reported that the greatest barrier to using this type of solution is the wide variance in the type of information required by different programs.

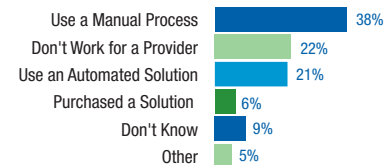
Use of IT in Enrolling Patients in Health & Human Services Programs

Nearly half of the respondents to this survey do not have an electronic solution in place to facilitate enrollment of individuals in Federal and State Health and Human Services programs.



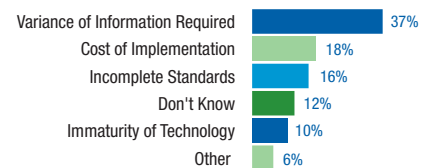
Method Used For Determining if A Patient is Eligible for Social Service Benefits

Nearly 40 percent of respondents report that their current process for determining if a patient is eligible for social service benefits is manual. Slightly more than one-quarter of respondents have automated this process, with most of these individuals reporting that the solution they use has been developed in-house rather than purchased.



Top Barrier to Using IT to Enroll Patients in HHS Social Services Programs

More than one-third of respondents reported that the greatest barrier to using an automated solution for enrolling patients in a social services program is the wide variance in the type of information required by different programs. Approximately 20 percent indicated that the cost of implementing this type of solution is a barrier.



Top Benefit to Using IT to Enroll Patients in HHS Social Services Programs

Approximately 40 percent of respondents indicated that the biggest benefit (perceived or actual) to having an automated solution for the assisting in the enrollment of qualified individuals in social services programs is that it will reduce the level of uncompensated care at their organization. Another third reported that it could save staff time and expense due to improved workflow.

