ACRO SERVICE CORPORATION

MODERNIZING PUBLIC HEALTH PROGRAM MANAGEMENT

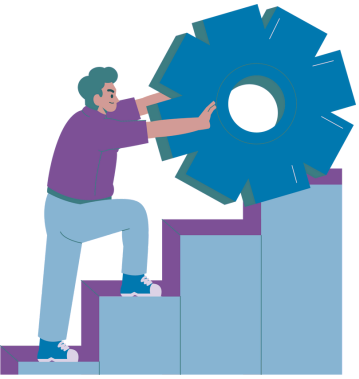
Client Sector: Public Health

SOLUTIONS

- Built a secure, accessible client-facing system for application and documentation
- Deployed a web-based case management solution with HIPAA/HITECH compliance
- Integrated with the backend and enabled remote staff access
- Ensured HIPAA/HITECH compliance and implemented multi-factor authentication.
- Enabled secure electronic intake, eligibility determination, and service plan creation
- Integrated with third-party systems for claims, reimbursements, and reporting

CHALLENGE:

A state health department needed to modernize a paper-based care coordination system to improve Medicaid services for children and families.



RESULTS:

- Improved response times and reduced service delays
- Increased case worker productivity through
- Automated pre-approvals and issued digital eligibility cards
- Ensured client data security and reduced manual workloads
- Enabled electronic signatures to reduce delays