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ACAMS: Transforming Ryan White Program Management

CLIENT CHALLENGE

A state health department administering the Ryan White Part B program faced significant operational inefficiencies with their paper-based application system. The department needed to transition to a digital solution while ensuring:

- **HIPAA** and **HITECH** compliance for sensitive patient data
- Streamlined eligibility determination process (previously taking 2+ weeks)
- Multi-level **security protocols** for different user roles
- Seamless integration with their existing **CAREWare** backend system

ACRO'S SOLUTION

Acro implemented **ACAMS** (**Acro Case Application Management System)**, a comprehensive digital transformation solution that delivered:

Electronic Application Portal

- Client-facing portal enabling direct application submission and status tracking.
- Electronic signature capability reducing processing time by 67%.
- Secure document upload system with advanced encryption.

Workflow Automation

- Automated case management processes with configurable approval workflows.
- Performance tracking for case workers with customizable metrics.
- Intelligent routing of applications based on eligibility factors.

"ACAMS transformed our program delivery capabilities. What previously took weeks now happens in days, and our case workers can focus on client care rather than paperwork. The system's security features give us confidence that we're maintaining compliance while improving service delivery."

— **Program Director, State Health Department /Personnel**

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Security & Compliance

- Two-factor authentication protocol for all system users
- Role-based access controls with granular permission settings
- Full HIPAA/HITECH compliance with comprehensive audit logging

The Ryan White HIV/AIDS Program (RWHAP) Part B: provides grants to states and territories. This money helps them improve HIV medical and support services. The improvements focus on making these services better, easier to access, and more organized.

MEASURABLE RESULTS

Metric	Before	After	Improvement
Application Processing Time	14+ days	4 days	71% reduction
Manual Paper Processing	1,200+ hours/month	Eliminated	100% reduction
Data Entry Errors	8.3%	0.7%	92% reduction
Staff Productivity	Base	+32%	Significant increase

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TECHNICAL ARCHITECTURE

The solution leverages enterprise-grade technology:

- **ASP.NET** framework with Entity Framework 6 for robust application logic
- **MSSQL** Server 2014 with optimized query performance
- **Microsoft BI (**SSRS) for comprehensive reporting
- **Microsoft Azure** Government Cloud for HIPAA-compliant hosting
- **Responsive design** supporting all devices and browsers