Streamline Health and Human Services

Reliably Link Recipient Records Across Programs and Agencies with a Next-Generation EMPI

Complete and Accurate Identity Data is Fundamental

Government programs play a vital role in supporting people in need. Ensuring individuals receive prompt and equitable access to health and human services is essential to good governance. However, coordinating benefits across these services can pose a significant challenge.

Each government program typically collects and maintains a recipients' personally identifiable information (PII) independently, in separate, siloed information systems, so matching identity records across programs is no easy task. Name changes, address updates, typos, and other discrepancies often lead to duplicate, inconsistent, or outdated records.

EMPIs Eliminate Identity Data Gaps, Inconsistencies, and Inefficiencies

Enterprise Master Person Indexes (EMPIs) help governments improve coordination, increase insights, and boost outcomes by efficiently reconciling identity records across agencies, programs, and systems, ensuring identity data is consistent and accurate. EMPIs provide a uniform, uniquely identified record for each person, making it easy for organizations to link participants and share information.

EMPI BENEFITS FOR GOVERNMENTS

- Match individuals to the right services
- Streamline enrollment and benefits delivery
- Improve cross-program coordination and insights
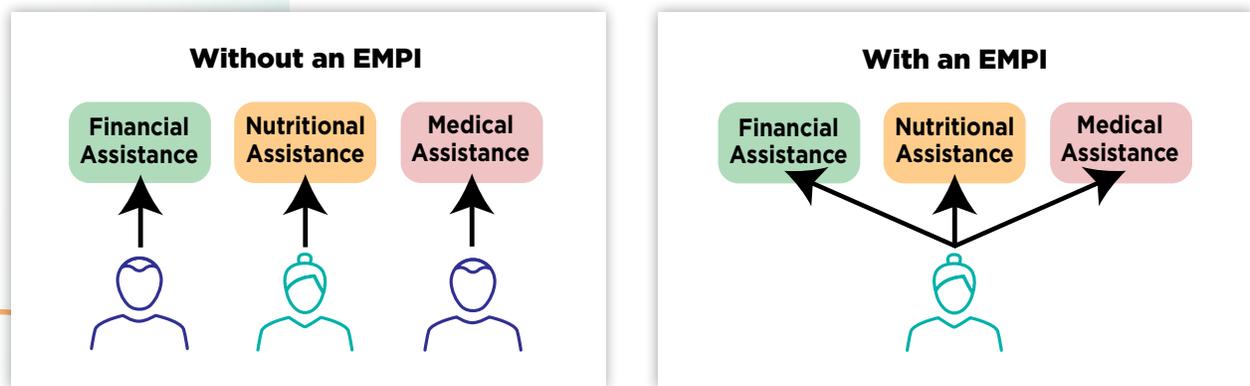- Reduce inefficiencies, fraud, and abuse

Record A	Matched Record	Record B
NAME	**NAME**	**NAME**
Sally Williams	Sally Williams Sally Johnson	Sally Johnson
DOB	**DOB**	**DOB**
1985-10-08	1985-10-08	1985-10-08
SSN	**SSN**	**SSN**
123-45-6789	123-45-6789	—
ADDRESS	**ADDRESS**	**ADDRESS**
1 Park Ave, Rye, NY	1 Park Ave, Rye, NY	1 Park Ave, Rye, NY

EMPIs match disparate identity records from different systems

Next-generation EMPIs use advanced referential matching functionality to ensure records are complete, error-free, and up-to-date. Referential matching precisely verifies a person's identity, fills in gaps, and resolves discrepancies by cross-referencing records with an external identity proofing service or other authoritative data sources, identifying hidden connections even when matches aren't obvious.

InterSystems®
Creative data technology

Clean identity data is crucial for delivering benefits swiftly and equitably, and for fighting waste, fraud, and abuse. Proper identity resolution is foundational to all data-driven decision-making and critical for leveraging tools and technologies like automation and AI.

By ensuring identity data is accurate and complete, next-generation EMPIs help governments:

• **Match individuals to the right services.** Enhance the accuracy and timeliness of enrollment and recertification processes, ensuring individuals receive the services they are entitled to without unnecessary delays or errors. Efficiently share and reuse data across programs and agencies. Direct the right individuals to the right programs based on need. Detect and prevent fraudulent activity.

• **Eliminate data siloes.** Unify identity data management across disparate systems. Accurately link individuals across programs and agencies. Improve identity data governance and integrity across the government. Improve evaluation and measurement capabilities.

• **Streamline program operations and accelerate benefits delivery.** Remove administrative burdens and speed up service delivery by automating workflows and approvals and simplifying program oversight. Eliminate duplicative data entry and fill in gaps. Simplify enrollment and improve experiences.

• **Coordinate benefits across programs.** Increase insights by effectively analyzing data across programs (e.g., unemployment, SNAP, and TANF[1]). Boost outcomes by combining benefits from multiple initiatives. Accelerate onboarding by sharing eligibility data across programs (e.g., if a resident qualifies for financial assistance, automatically qualify them for housing assistance).

"IDENTITY-RELATED FRAUD IS A LEADING CONTRIBUTOR TO SNAP AGENCY FRAUD LOSSES AND IS PRESENT IN 31% OF REPORTED CASES"

LexisNexis® [True Cost of Fraud Study for SNAP](#)

EMPIs streamline interactions and improve client satisfaction

For More Information

InterSystems next-generation EMPI makes it easy to match identity records across agencies and programs. To learn how InterSystems next-generation EMPI can help your organization improve coordination, increase insights, and boost outcomes, click [here](#).

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[1] SNAP and TANF are US federal government food and economic assistance programs administered by individual states

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