



Health and Human Services

Reimagining transformation to help build healthy, happy states. With TCS, change starts here.

The key goals of state Health and Human Services agencies—enhancing citizen engagement, reducing healthcare disparities, and improving access to public assistance—are threatened by outdated technologies and processes. Demand for modernized government services has never been greater, with increasing volumes, complex compliance requirements, and growing expectations for a consumer-grade experience with government.

People expect easy-to-navigate, consumer-grade experiences, whether they are buying from an online retailer or seeking government services. Engagement experiences that are...

- ✓ Personalized
- ✓ Equitable and Inclusive
- ✓ Compassionate
- ✓ Intuitive
- ✓ Clear and consistent
- ✓ Accessible remotely
- ✓ Device agnostic
- ✓ Always available

TCS partners with health and human services agencies to transform legacy systems into forever-modern ways of working that improve efficiency, streamline workflows, and humanize experiences, allowing staff to focus on higher-value activities supporting the constituents who need them.

Health and Human Services technologies that support:



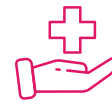
Childhood Services

We transform legacy systems serving our most vulnerable population in early intervention, child care, and foster care to deliver services that empower children to be safe, grow, and thrive.



Social Safety Net Services

We help states transform legacy, historically siloed systems into modern, human-centric case management solutions that efficiently deliver services to help people through crisis and to a higher quality of life.



Medicaid Services

We support states in transforming complex and monolithic Medicaid systems into modern, modular, interoperable systems that deliver services to enhance outcomes for beneficiaries.

Application**Eligibility****Outcomes****The TCS Difference**

- **Forever-modern.** TCS' solutions and delivery model support continuous modernization, which allows for changes in technology and user needs over time. TCS' forever-modern approach improves responsiveness and resiliency, reduces cost and risk, and delivers a consumer-grade digital experience. As technological change accelerates, we help governments remain forever-modern and avoid disruptive responses to change.
- **People-centric.** Supporting all is central to the mission of public services. Helping individuals is an even more impactful approach. Our Government 4.0 framework enables the government to map services to persona-based journeys, curating equitable, tailored access to citizen-centric experiences with public services.
- **Holistic.** We create holistic, tailored constituent experiences that span the lifecycle of government services. Our integrated systems promote agency interoperability and deliver a common digital government experience. TCS' deep technology expertise and contextual knowledge of the public sector provide perspectives that offer customized, insightful solutions.
- **Purpose-driven.** We believe transformation is about more than technology; it is about empowering change. TCS re-invests part of our returns into programs that empower people and communities, supporting the development of happy, healthy, and productive communities.

As a top-tier systems integrator and partner for most advanced technology stacks, TCS delivers scalable, forever-modern solutions designed to help agencies provide intuitive and persona-driven digital experiences to constituents. We bring significant competency and expertise in modernization, data-driven technologies, IT managed services and operations, and moving to the cloud; along with complementary call center, back office, and communications support. As the rate of technological change continues to accelerate, TCS applies automation, artificial intelligence, and machine-first delivery to provide tailored solutions faster. Whether building from scratch, modifying legacy code, or implementing a no-code or low-code solution, TCS executes projects on time and within budget.

Contact us at US.PublicServices@tcs.com

Tata Consultancy Services (TCS) US Public Services

Change starts here. At TCS, we believe public sector change starts with the way change is delivered. The ambition and desire of governments across the U.S. to transform how they deliver services have never been greater. As the rate of change accelerates, TCS is committed to helping governments achieve success by improving the ability to serve people. TCS helps governments transform their ability to respond rapidly to ever-evolving technology and constituent expectations, enabling consumer-grade digital experiences and a future-ready workforce. Change begins with understanding your needs and a long-term commitment to your success, because people deserve government that is there when they need it, the way they need it.

About Tata Consultancy Services Ltd. (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multi-national business group, TCS has over 606,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.