



together toward tomorrow

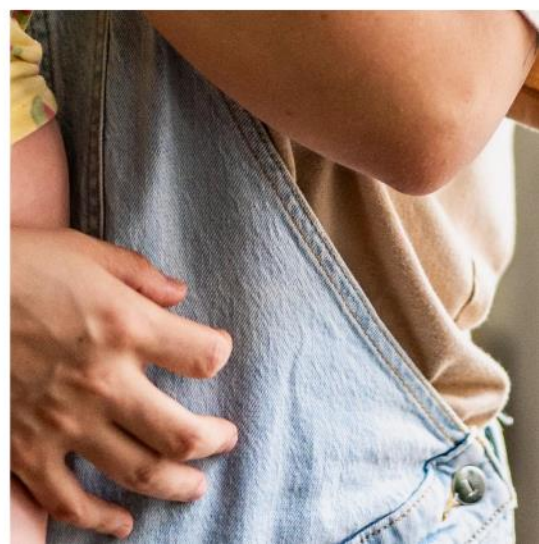
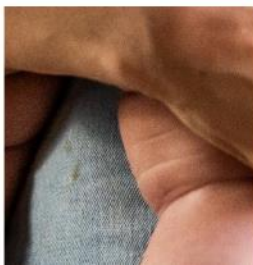
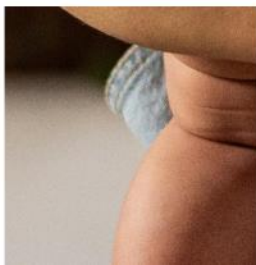
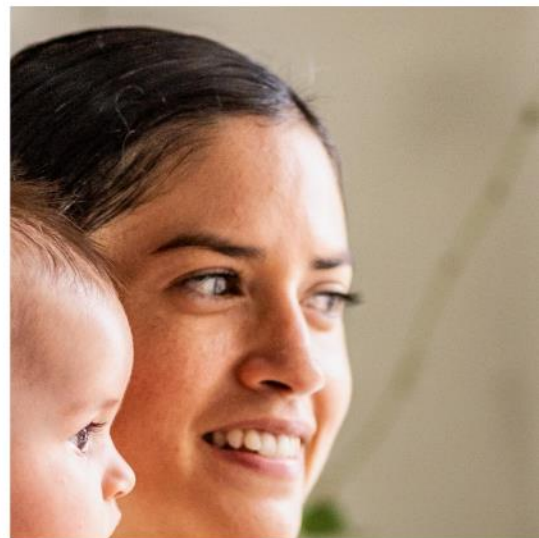
B1 Experience and Expertise

State of Arizona

Arizona Health Care Cost
Containment System
(AHCCCS) AI Call Center
Integration

Task Order YH26-0031

January 08, 2026

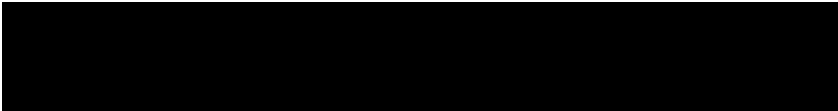
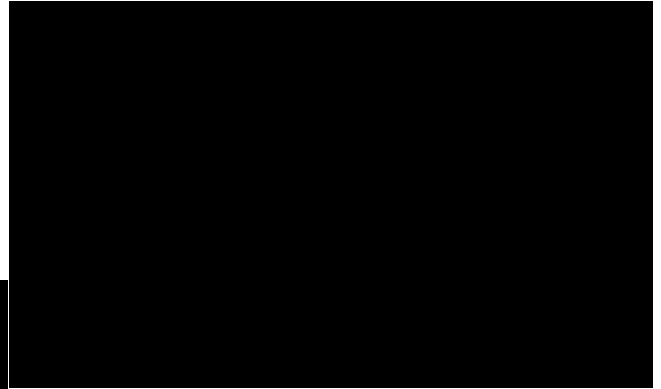


B1.1 Specific experience of the firm with this type of initiative [5.6.1]

Specific experience, expertise and capacity of the firm with this type of initiative.

Progress without panic.

AHCCCS's vision for an AI-powered, omnichannel customer service solution directly supports your strategic goals of enhancing customer experience, improving operational efficiency, and confirming compliance. Your roadmap prioritizes solutions that are flexible, interoperable, and cloud-based, enabling adaptation to evolving regulations and customer needs. [REDACTED]



[REDACTED] Furthermore, we were recently named the Overall Leader by The Forrester Wave for AI Technical Services in Q4 2025.

Medicaid Call Center Experience

Trailblazers do not work alone. One crew clears a path while the others mark it.

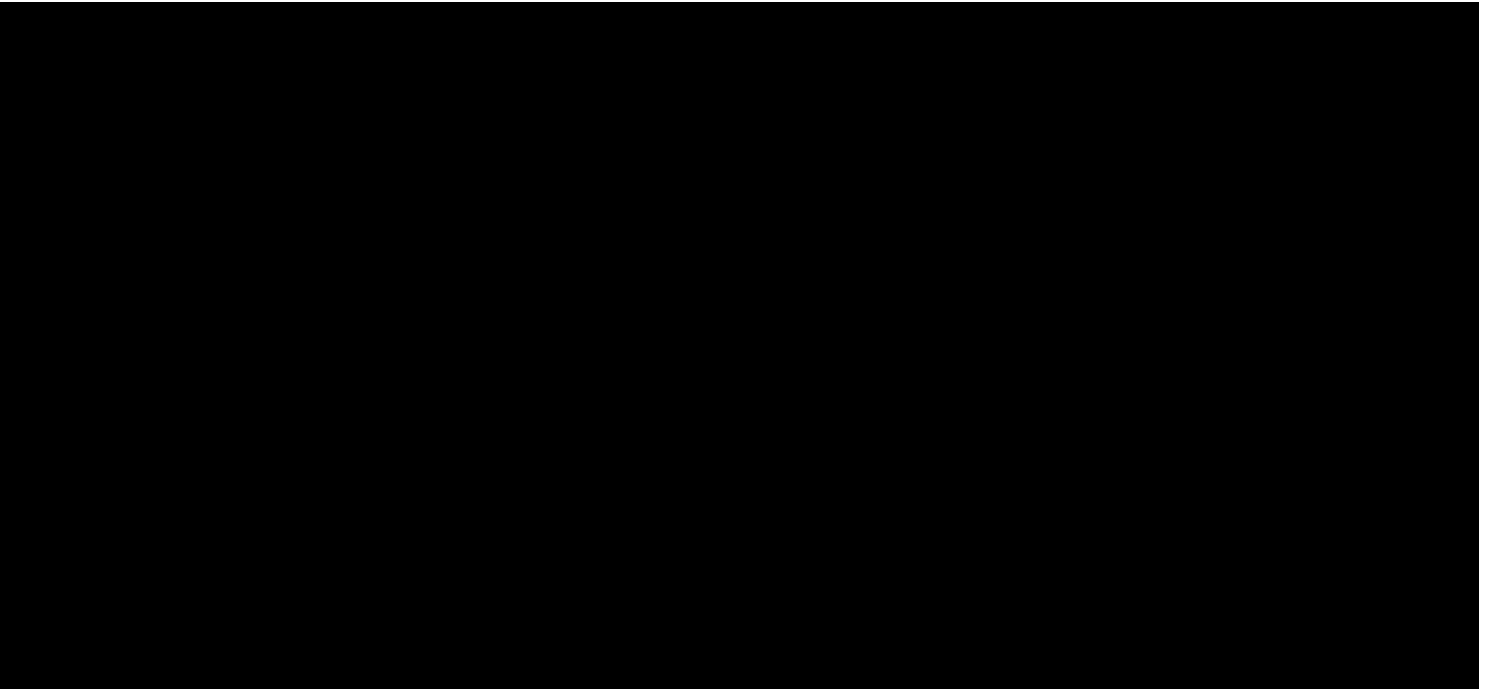
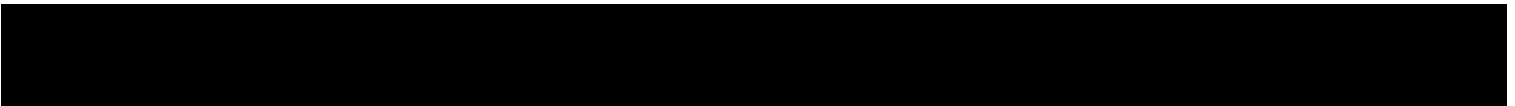


Figure 1. We delivered over 500 contact center transformations globally.

Progress requires more than motion. It demands momentum grounded in understanding.



[REDACTED]

Modernizing a Medicaid contact center requires more than platform expertise. It demands an extensive understanding of eligibility rules, benefits policy, compliance obligations, and the realities of serving vulnerable populations at scale. For AHCCCS, success depends on a partner that understands how Medicaid complexity shapes customer interactions and can apply AI in ways that protect program integrity while improving access and efficiency.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

To achieve AHCCCS's desired DDI timeline, you need a team with successfully demonstrated experience delivering at scale. [REDACTED]

[REDACTED]

Demonstrated ServiceNow expertise

When updates no longer feel like a crisis.

For AHCCCS, ServiceNow is not just a workflow platform. It governs how quickly policy changes are operationalized, how securely customer interactions are managed, and how effectively AI can be applied across service channels.

Figure 2 depicts Accenture's ServiceNow awards for 2025.



Figure 2. Accenture has been recognized globally for its ServiceNow leadership.

[REDACTED]

[REDACTED] These capabilities directly align with AHCCCS's goals of reducing administrative burden, improving accuracy, and accelerating resolution while maintaining compliance.

[REDACTED]

Ethical AI principles and scalable capacity

which is reflected in our recognition as an Overall Leader for AI and Generative AI services in Figure 4.



Link to report excerpt:

Source: © Everest Group's Artificial Intelligence (AI) and Generative AI Services PEAK Matrix® Assessment 2025

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Everest Group noted Accenture's strengths as follows:

- End-to-end solution provider: Accenture offers a broad IP portfolio, including horizontal and industry-specific solutions that support data transformation, model life cycle management, governance, and agent orchestration, and are complemented by advisory services in AI strategy and road-mapping to enable end-to-end AI transformation
- Proactive investments in next-generation capabilities: Accenture continues to invest organically to build expertise in next-generation themes, such as quantum computing, agentic AI, industrial AI, sovereign AI, and physical AI; for instance, it has launched AI Refinery for agentic and physical AI orchestration and established a sovereign AI center of excellence
- Targeted M&A strategy to improve depth of AI capabilities: Accenture pursues targeted acquisitions to deepen AI capabilities and expand market reach, including Halfspace and Parsionate to strengthen its European presence, Award Solutions and Joshua Tree Group to add telecom and retail depth, and Mindcurv and Redkite to enhance data capabilities for scaled AI delivery

"Accenture's end-to-end approach to AI transformation, spanning strategy, implementation, and operations, positions it as a trusted partner for enterprises scaling AI across functions," said Vishal Gupta, Partner, Everest Group. "Its strong IP portfolio, investments in next-generation areas such as agentic, sovereign, industrial, and physical AI, as well as targeted acquisitions to deepen domain expertise, reflect its commitment to delivering responsible, value-aligned AI at scale. These strengths have helped Accenture emerge as a Leader and Star Performer in Everest Group's Artificial Intelligence (AI) and Generative AI Services PEAK Matrix® Assessment 2025."

Figure 4. Accenture Named Overall Leader and Star Performer in Everest Group's Artificial Intelligence (AI) and Generative AI Services PEAK Matrix® Assessment 2025

By orchestrating AI across Genesys and ServiceNow, technology enables an integrated service lifecycle that connects customer engagement, case resolution, and back-office automation into a single operating model.

Future-ready innovation

Blaze a trail for the people who will walk it.

The most effective transformation feels seamless, not disruptive. For AHCCCS, future innovation follows a clear roadmap that builds capability over time, allowing new functionality to be introduced without requiring staff or customers to relearn how they work. [REDACTED]

[REDACTED]

[REDACTED]

B1.2 List of names and classification of key staff [5.6.2]

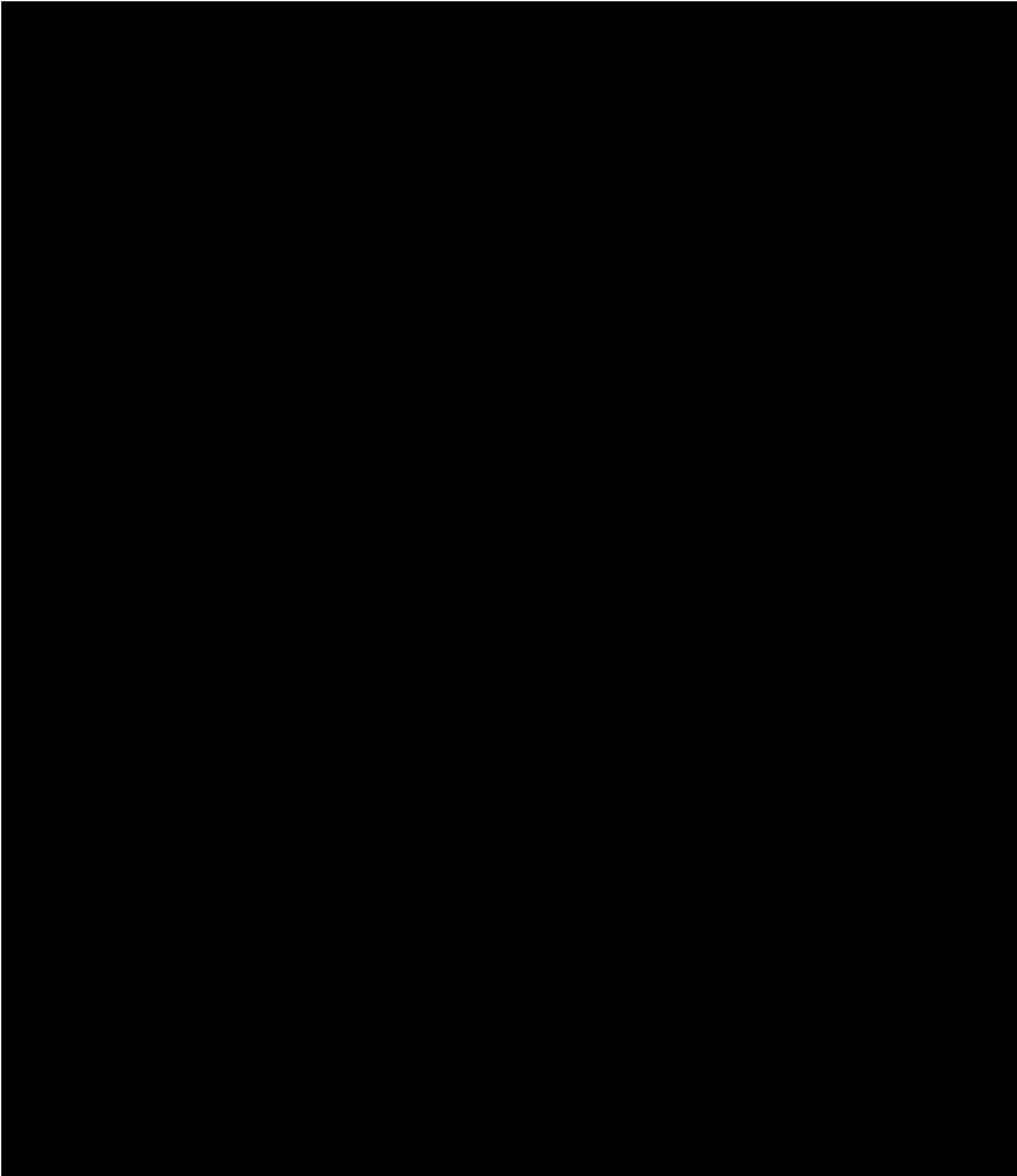
List of names and classification of personnel expected to perform specific activities, including use of subcontractors.

Coordination does not mean everyone does the same job. It means those doing the job have a shared destination and a clear understanding of the path ahead. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



B1.3 Experience of the proposed staff with this type of initiative [5.6.3]

Experience and expertise of the proposed staff with this type of initiative.

Sustainable progress requires more than individual effort. It requires a foundation that lets teams move together.

The modernization of public service call centers through AI solutions is a complex, multidisciplinary endeavor requiring extensive expertise in technology, public sector operations, change management, and customer experience [REDACTED]

Keys to Success:

- ✓ Extensive Medicaid Call Center Experience
- ✓ Proven ServiceNow & Genesys Expertise
- ✓ Ethical AI Principles + Scalable Capacity
- ✓ Future-Ready Innovation Capabilities

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[REDACTED] This experience matters because it confirms AHCCCS can modernize its call center quickly and confidently, with minimal risk and maximum compliance.

Staff experience and capabilities

This section provides a comprehensive analysis of the team's experience, expertise, and record, with a focus on their ability to deliver transformative AI-powered call center solutions. [REDACTED]

B1.4 Description of Medicaid eligibility-specific experience and expertise of the proposed staff [5.6.4]

A description of Experience, Expertise and Capacity of the proposed staff.

Design grounded in lived experience.

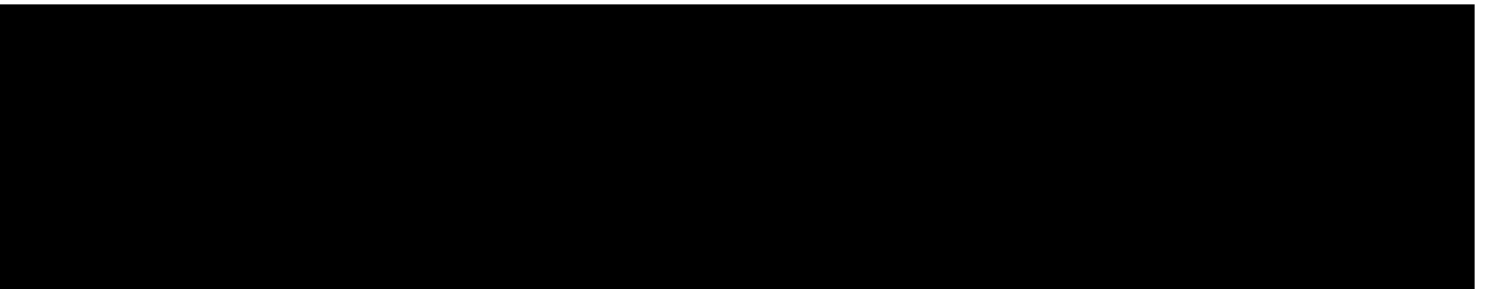
Relevant experience with Medicaid eligibility determination

What's written on a resume doesn't always translate to readiness for real-life project delivery challenges.

Figure 6. Behind every Medicaid stat is faster enrollment, fewer barriers, and better outcomes for customers.

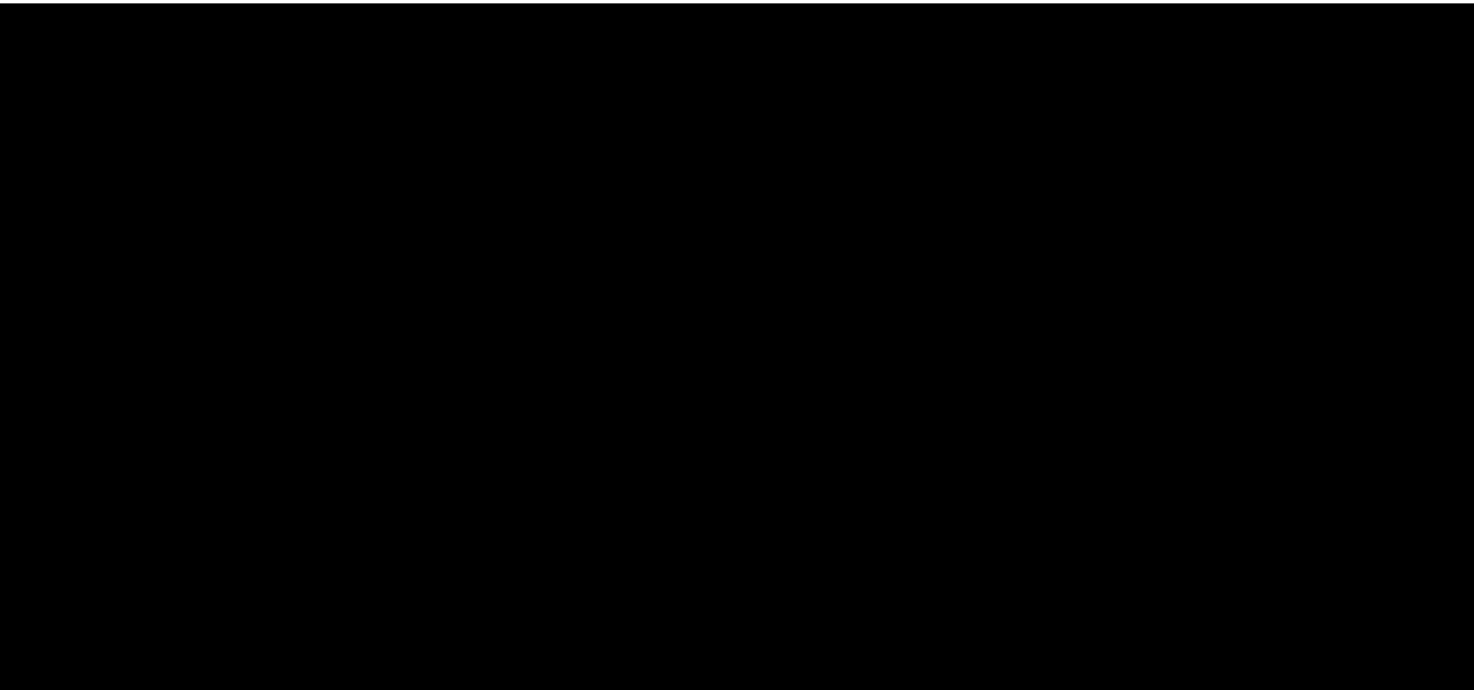
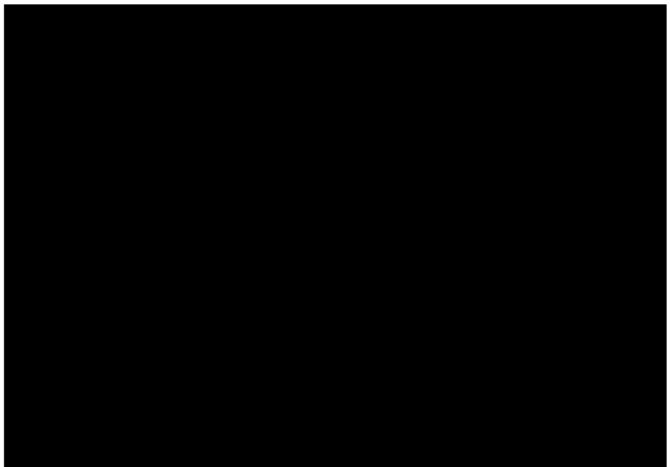
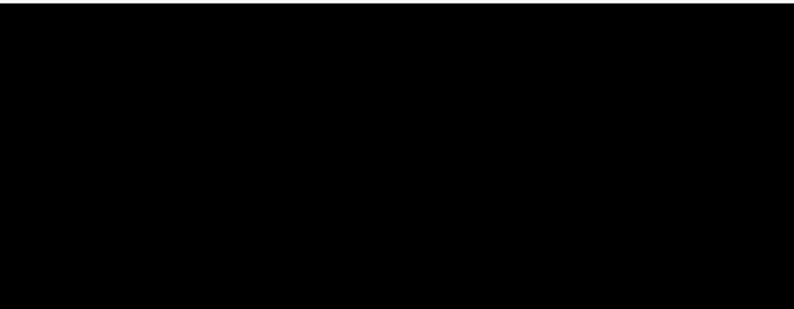
Arizona advantage

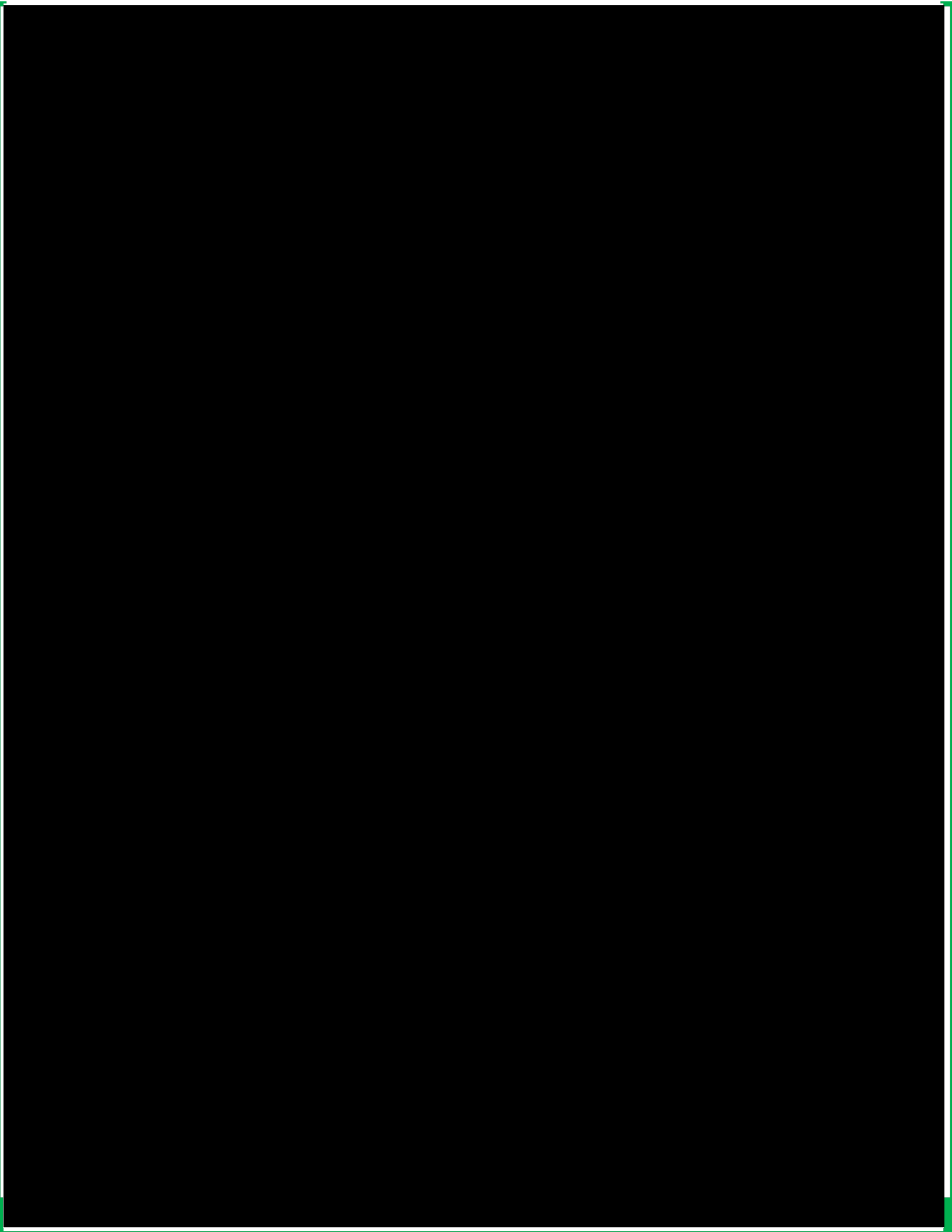
Working in Arizona is more than just a contract; it is a partnership built on trust, innovation, and shared purpose. [REDACTED]



AI-enabled contact center and working automation for Medicaid

Without grounded momentum, too much time is spent managing the process instead of improving it.





The first part of the paper discusses the importance of the research and the objectives of the study. It then proceeds to a literature review, where the existing research on the topic is examined. The methodology section describes the research design, data collection, and analysis. The results section presents the findings of the study, and the conclusion summarizes the main points and offers suggestions for future research.

The study was conducted in a laboratory setting, where participants were asked to perform a series of tasks. The tasks were designed to measure the participants' performance under different conditions. The data collected from the tasks were then analyzed using statistical methods. The results of the analysis showed that there were significant differences in performance between the different conditions. These findings suggest that the factors being studied have a significant impact on performance.

The conclusion of the study is that the research objectives were achieved, and the findings provide valuable insights into the topic. It is recommended that further research be conducted to explore the topic in more detail, and to investigate the underlying mechanisms of the observed effects.

The first part of the paper discusses the importance of understanding the cultural context of the research. It highlights the need for researchers to be sensitive to the values and beliefs of the communities they are studying. This is particularly important in the field of education, where cultural differences can significantly impact learning outcomes. The paper then moves on to discuss the challenges of conducting research in culturally diverse settings. It notes that researchers often face difficulties in finding appropriate research methods and in interpreting the data they collect. To address these challenges, the paper suggests that researchers should adopt a more flexible and open-minded approach to their research. This involves being willing to learn from the community and to adapt their research methods as needed. The paper also emphasizes the importance of building trust and rapport with the community. This is essential for ensuring that the research is conducted in a respectful and ethical manner. Finally, the paper concludes by noting that while there are many challenges to conducting research in culturally diverse settings, it is also an opportunity to gain valuable insights into the lives of people from different cultures. By understanding these differences, researchers can help to improve the lives of the communities they are studying.

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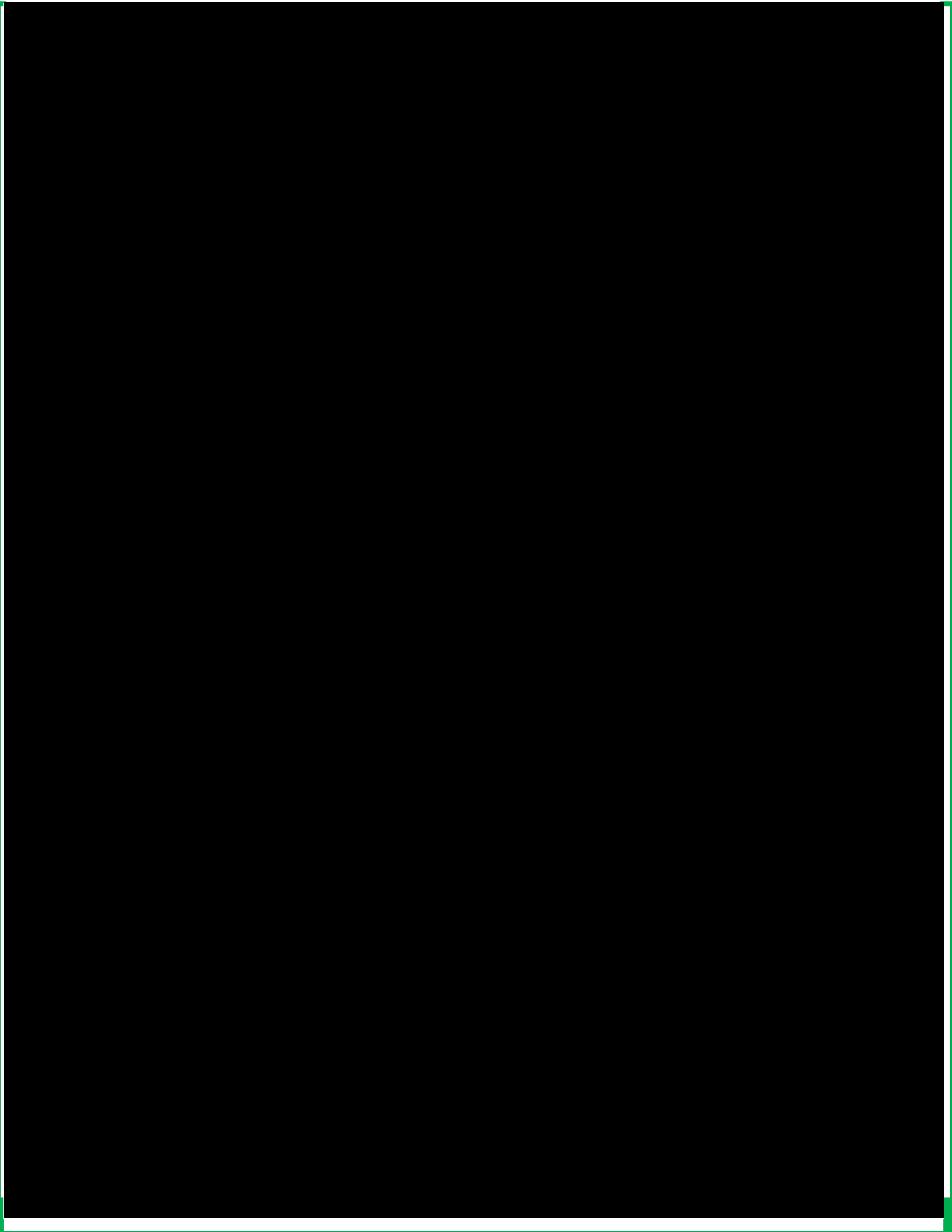
1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in financial matters. The text outlines various methods for organizing and storing data, including digital databases and physical filing systems. It also mentions the need for regular audits and reviews to ensure the integrity of the information.

2. The second section focuses on the role of communication in achieving organizational goals. It highlights the importance of clear and concise communication channels, both internally and externally. The text suggests implementing regular meetings and reports to keep all stakeholders informed and engaged. It also discusses the benefits of open communication, such as improved collaboration and faster problem-solving.

3. The third part of the document addresses the challenges of managing a large and diverse team. It acknowledges that different team members may have varying skills, experiences, and backgrounds. The text provides strategies for fostering a inclusive and supportive work environment, where each team member's contributions are valued. It also discusses the importance of setting clear expectations and providing ongoing feedback and training to help team members grow and perform at their best.

4. The final section discusses the importance of innovation and creativity in driving organizational success. It encourages a culture of experimentation and risk-taking, where new ideas are welcomed and explored. The text suggests implementing processes for idea generation and evaluation, such as brainstorming sessions and innovation challenges. It also mentions the importance of staying up-to-date with industry trends and technologies to ensure the organization remains competitive and relevant in the market.

[REDACTED]



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The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The second part of the paper describes the methodology used in the study, including the data collection and analysis techniques. The third part of the paper presents the results of the study, which show that the research objectives have been achieved. The final part of the paper discusses the implications of the findings and provides recommendations for future research.

The research was conducted in a systematic and rigorous manner, following the principles of good research practice. The data was collected from a representative sample of the population, and the analysis was conducted using appropriate statistical methods. The results of the study are presented in a clear and concise manner, and the implications of the findings are discussed in detail.

The findings of the study have important implications for the field of research. They suggest that the research objectives have been achieved, and that the research has provided valuable insights into the topic. The results also suggest that there is a need for further research in this area, and that the findings should be used to inform policy and practice.

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The first part of the paper discusses the importance of understanding the cultural context of the research. It highlights the need for researchers to be sensitive to the values and beliefs of the communities they are studying. This is particularly important in the field of health research, where cultural differences can significantly impact the effectiveness of interventions.

The second part of the paper presents a case study of a health intervention in a rural community. The study found that the intervention was more successful when it was tailored to the local culture and beliefs. This suggests that a one-size-fits-all approach is not always the best solution.

The third part of the paper discusses the challenges of conducting research in a culturally diverse environment. It emphasizes the need for researchers to have a deep understanding of the community they are studying and to be able to communicate effectively with its members.

The fourth part of the paper presents a series of recommendations for researchers. These include the importance of building trust with the community, the need for transparency in the research process, and the importance of involving community members in the research design and implementation.

The fifth part of the paper discusses the future of research in this field. It suggests that there is a need for more research on the cultural factors that influence health behavior and that there is a need for more culturally sensitive interventions.

The sixth part of the paper presents a conclusion. It states that understanding the cultural context of the research is essential for the success of health interventions. It also states that researchers must be sensitive to the values and beliefs of the communities they are studying and must be able to communicate effectively with its members.

[The page contains a large, dense block of text that has been completely redacted with black ink. The redaction covers the entire body of the document, leaving only the header and footer areas visible.]

