accenture | ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

together
toward tomorrow

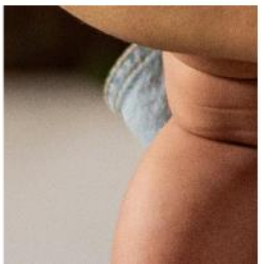
B1 Experience and Expertise

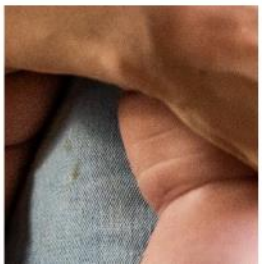
State of Arizona

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] 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.

[redacted]

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.

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

[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. [redacted]

Figure 2 depicts Accenture's ServiceNow awards for 2025.

[redacted]

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]

[redacted]

Ethical AI principles and scalable capacity

[redacted]

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

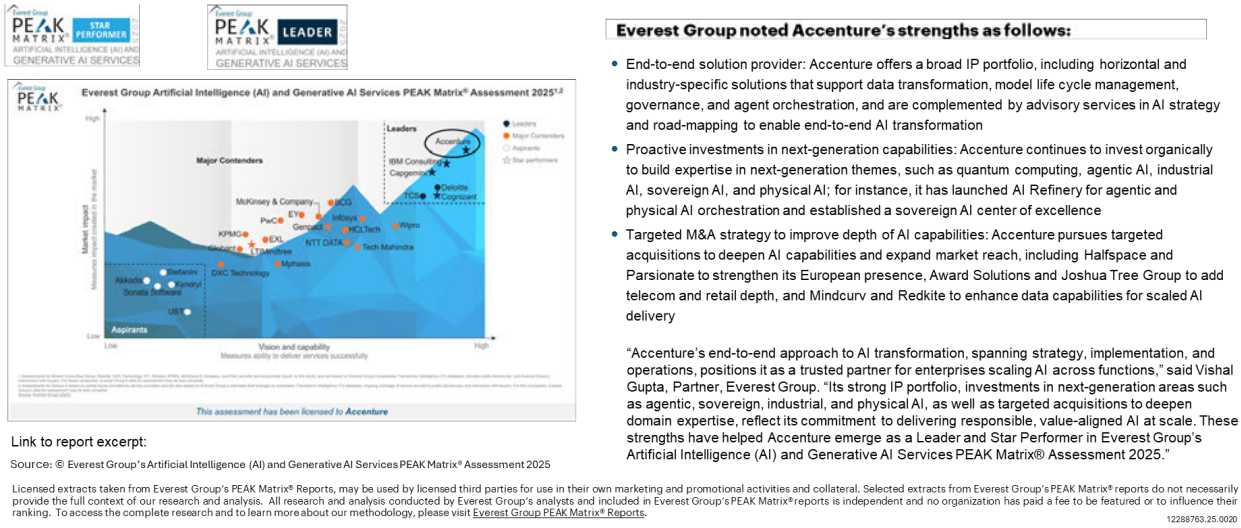


Figure 4. Accenture Named Overall Leader and Star Performer in Everest Group's Artificial Intelligence (AI) and Generative AI Services PEAK Matrix® Assessment 2025

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. [redacted]

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]

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]

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.

[redacted]

Relevant experience with Medicaid eligibility determination

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

[redacted]

[redacted]

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

[redacted]

Arizona advantage

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

[redacted]

[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.

[redacted]

[redacted]

[redacted]

