

AHCCCS – Deloitte Orals Presentation

State of Arizona, SNAP, Medicaid, TANF
April 07, 2026

Mapping Your Goals to Outcomes



SUCCESS IS CRITICAL



**TECHNOLOGY
MATTERS**



**YOUR VISION IS OUR
MISSION**

What Deloitte Brings

OUR EXPERIENCE MATTERS



8 of 10 largest
Medicaid
systems



Medicaid eligibility
and enrollment
clients in **29**
states



**Genesys Partner
of the Year**
backed by **6000+**
specialists



More than **4000**
practitioners with
EE experience



Built/Operate
Contact Centers
across
29 states



ServiceNow
experience in
49 states

Agenda

Time	Topic	Requirement(s)
11:05	Introductions	
11:12	Understanding the AHCCCS Objectives	
11:14	Agenda for Today and Personas	
11:17	Gabe's Journey	
	Demonstrations	
11:22	• Demo 1 (IVR – SNAP FAQs)	1, 2
11:30	• Demo 2 (IVR – Medicaid Provider Lookup)	1, 2, 6
11:42	• Demo 3 (ServiceNow and Security)	2, 3, 4, 5
11: 58	• Demo 4 (Reporting, Dashboards and Analytics)	7, 7.1, 7.2, 7.3
12:01	Project Management and Schedule	8
12:02	AHCCCS Solution Summary	
12:05	Q&A	9
12:40	Wrap-Up	10

Getting to Know Our Users



Gabe

→ *AZ SNAP/Medicaid Recipient*

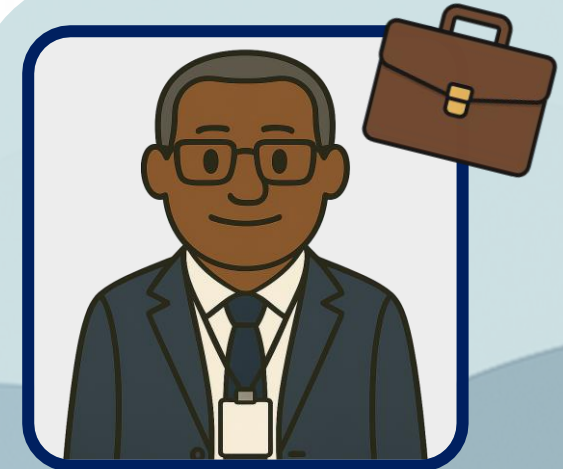
Gabe is a disabled veteran who has applied for eligibility for both SNAP and Medicaid. Once he receives his approval letters, he wants to make sure he does everything correctly, so he maintains eligibility.



Molly

→ *Omnichannel AHCCCS Agent*

Molly is an omnichannel agent at AHCCCS's contact center. She handles calls, chats, and direct messages related to AZ's SNAP program



Peter

→ *Contact Center Executive*

Peter is looking to improve operations at AHCCCS's contact center. He needs actionable insights to direct his staff and prepare for client questions and concerns.

Gabe's Journey with AHCCCS

Gabe's SNAP/ Medicaid Journey



Medical Plan
Enrollment



Verification
Guidance

*The Team That's
Here to Help!*



Gabe receives a letter approving his eligibility for SNAP benefits. However, he has questions about work requirements



DEMO 1:

Gabe calls AHCCCS to better understand work requirements.



DEMO 2:

Gabe receives a letter approving him for Medicaid. He calls AHCCCS to see if there are any plans that suit his needs.



DEMO 3:

Gabe chats with a real AHCCCS agent. He needs help uploading verifications to maintain his benefits.



Equipped with a robust set of tools and Deloitte's AI agent, AHCCCS's contact center is ready to help Gabe!

Demo 1: IVR - SNAP Eligibility Verification

In this Demo, you will see a real conversation between a Gabe, who is looking to understand the upcoming changes to SNAP benefits, and the Deloitte built AI agent. Presentation components met include:



Omnichannel
Capabilities

Requirements

1.

Provide a live demonstration showing how the solution supports specific business scenarios across all required omnichannel touchpoints (Medicaid, SNAP, TANF).

Demo 1: IVR - SNAP Eligibility Verification

Gabe can rest easy now that he understands the upcoming changes to SNAP. With the help of our AI voice agent, FAQs related to AHCCCS programs can be handled seamlessly via call.



Omnichannel
Capabilities

What You Just Saw



1.

Provide a live demonstration showing how the solution supports specific business scenarios across all required omnichannel touchpoints (Medicaid, SNAP, TANF).

Demo 2: IVR – Provider Lookup

In this Demo, you will see Gabe looking to enroll in a health plan and the Deloitte built enrollment broker ready to assist him. Presentation components met include:



Omnichannel
Capabilities



Sentiment
Recognition



Multilingual

Requirements

1.	Provide a live demonstration showing how the solution supports specific business scenarios across all required omnichannel touchpoints (Medicaid, SNAP, TANF).
2.	Provides an example how the AI bot detects and responds to different customer emotions and sentiments across supported channels. Includes how and when the interaction is escalated to a human agent when appropriate.
6.	Please describe how the solution identifies and processes different languages and accents. What languages are currently supported for speech recognition and conversational handling? How does the system behave when it encounters a language it does not support or cannot accurately recognize?

Demo 2: IVR – Provider Lookup

Gabe was able to enroll in a medical care plan that suits his needs! With the help of our AHCCCS AI enrollment broker, enrolling in Medicaid, SNAP, and TANF programs has never been easier for AZ residents.



Omnichannel
Capabilities



Sentiment
Recognition



Multilingual

What You Just Saw

- | | |
|------|--|
| ✓ 1. | Provide a live demonstration showing how the solution supports specific business scenarios across all required omnichannel touchpoints (Medicaid, SNAP, TANF). |
| ✓ 2. | Provides an example how the AI bot detects and responds to different customer emotions and sentiments across supported channels. Includes how and when the interaction is escalated to a human agent when appropriate. |
| ✓ 6. | Please describe how the solution identifies and processes different languages and accents. What languages are currently supported for speech recognition and conversational handling? How does the system behave when it encounters a language it does not support or cannot accurately recognize? |

Demo 3: ServiceNow + Genesys + Azure

In this Demo, you will see Gabe chat with an AHCCCS agent, Molly, to understand his verification requirements for SNAP. Using ServiceNow, Genesys, and Azure make Molly's job easier and ensure Gabe has his answers. Presentation components met include:



Sentiment
Recognition



Inquiry
Routing



Tailored
Interaction



Data
Security

Requirements

2.	Provides an example how the AI bot detects and responds to different customer emotions and sentiments across supported channels. Includes how and when the interaction is escalated to a human agent when appropriate.
3.	Provide a high-level explanation of how the backend process orchestrates and routes requests across channels to support these scenarios. Please provide examples including how ServiceNow, Genesys, and Azure work together for each transaction or business.
4.	Please demonstrate how AI tailored interactions are based on customer data.
5.	What measures are implemented to ensure data privacy and security during calls?

Security Built for AHCCCS's Mission

Enterprise-grade protection with Arizona's needs in mind



Layered Protection

Privacy at every turn using role-based access controls, AI guardrails to protect PHI and PII, and encryption.



Arizona-Ready Compliance

State and national protections and safeguards in place always. Includes built-in audit trails.



FedRAMP-Authorized Foundation

ServiceNow Government Community Cloud and Genesys Cloud CX hosted in the AHCCCS Azure with Federal Hub data protections included.



24/7 Vigilance & Response

Security embedded through continuous scanning, monitoring, and rapid incident response.

Demo 3: ServiceNow + Genesys + Azure

Gabe was able to chat with Molly, a live omnichannel agent, to better understand SNAP requirements. Thanks to AHCCCS's agent enabled with ServiceNow, Genesys, and Azure, Gabe is able to confidently navigate program requirements.



Sentiment
Recognition



Inquiry
Routing



Tailored
Interaction



Data
Security

What You Just Saw

✓ 2.	Provides an example how the AI bot detects and responds to different customer emotions and sentiments across supported channels. Includes how and when the interaction is escalated to a human agent when appropriate.
✓ 3.	Provide a high-level explanation of how the backend process orchestrates and routes requests across channels to support these scenarios. Please provide examples including how ServiceNow, Genesys, and Azure work together for each transaction or business.
✓ 4.	Please demonstrate how AI tailored interactions are based on customer data.
✓ 5.	What measures are implemented to ensure data privacy and security during calls?

Demo 4: Reporting, Dashboards, and Analytics

In this Demo our contact center supervisor, Peter, views metrics call performance. He views his custom dashboard in AHCCCS 360 to better understand what his team needs to succeed. Presentation components met include:



Call
Analysis



Agent
Metrics



Data
Collection



Custom
Reporting

Requirements

7.	Please explain how the platform monitors, tracks, and reports on call outcomes and performance.
7.1	How agent-level data is captured (for example: call handling, dispositions, wrap-up actions, and productivity metrics)
7.2	How queue-level and call center performance metrics are collected (for example: wait times, abandonment rates, service levels, and routing outcomes)
7.3	How this data is aggregated, normalized, and reported, including dashboards, reports, or exports used by supervisors and leadership

Analytics, Reporting and Dashboards

Integrated Program of Standards, Metrics, Incentives & Experience

Our CCaaS solution combines call center data with geographic and demographic customer data to enhance the analytical opportunities to bring new capabilities and provide additional early insight on trends and barriers.

CCaaS Metrics
and Analytics



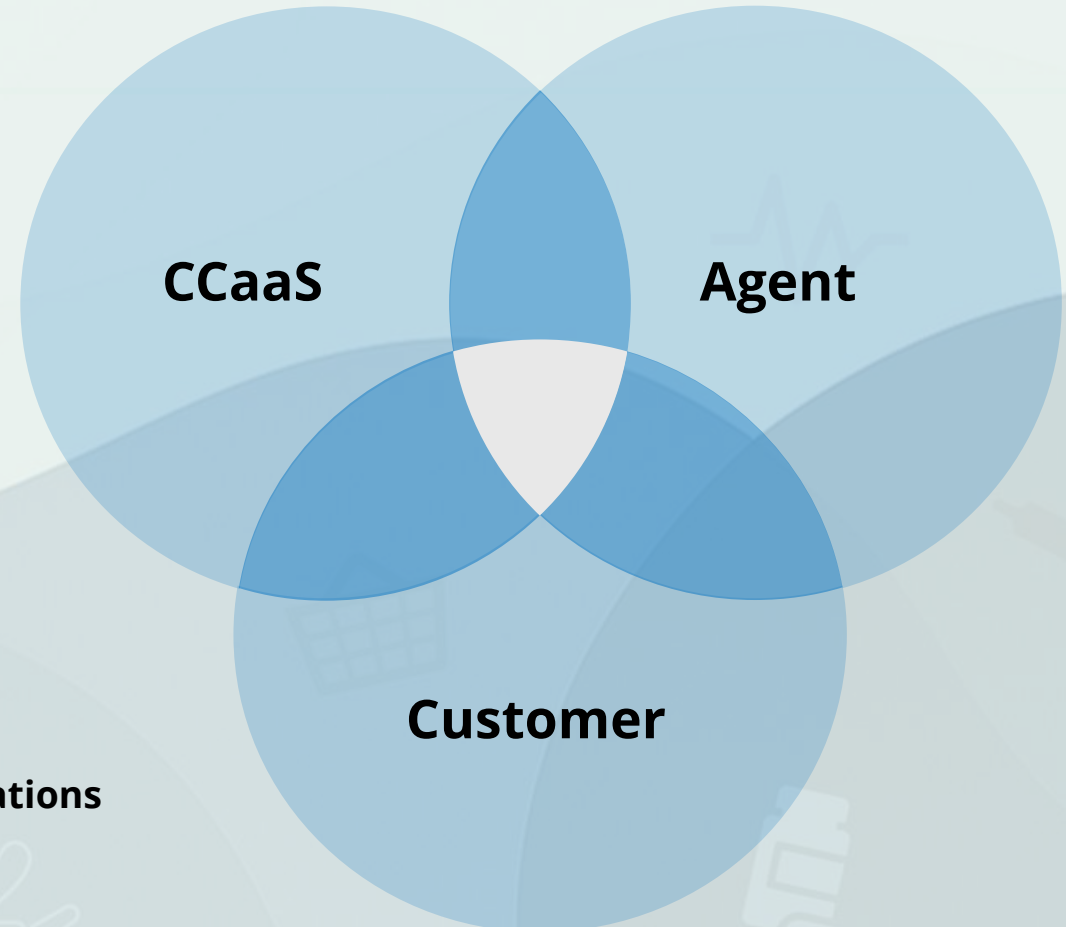
Caller
Insights



Agent
Performance
Score Cards



Trends and
Recommendations



Demo 4: Reporting, Dashboards, and Analytics

Peter was able to use the platform to monitor, track, and pull reports on call outcomes and performance across all organizational levels, all with a custom AHCCCS 360 UI.
Presentation components met include:



Call
Analysis



Agent
Metrics



Data
Collection



Custom
Reporting

What You Just Saw

✓7.	Please explain how the platform monitors, tracks, and reports on call outcomes and performance.
✓7.1	How agent-level data is captured (for example: call handling, dispositions, wrap-up actions, and productivity metrics)
✓7.2	How queue-level and call center performance metrics are collected (for example: wait times, abandonment rates, service levels, and routing outcomes)
✓7.3	How this data is aggregated, normalized, and reported, including dashboards, reports, or exports used by supervisors and leadership

Project Management for AHCCCS

OUR APPROACH

Our project management approach delivers on-time, on-budget delivery through a structured project plan and proactive schedule management that considers all aspects of the project environment. We collaborate with you closely to meet your needs and goals.

Project Management Services



Integration Management



Scope Management



Time Management



Cost Management



Quality Management



Human Resources Management



Communication Management



Risk Management

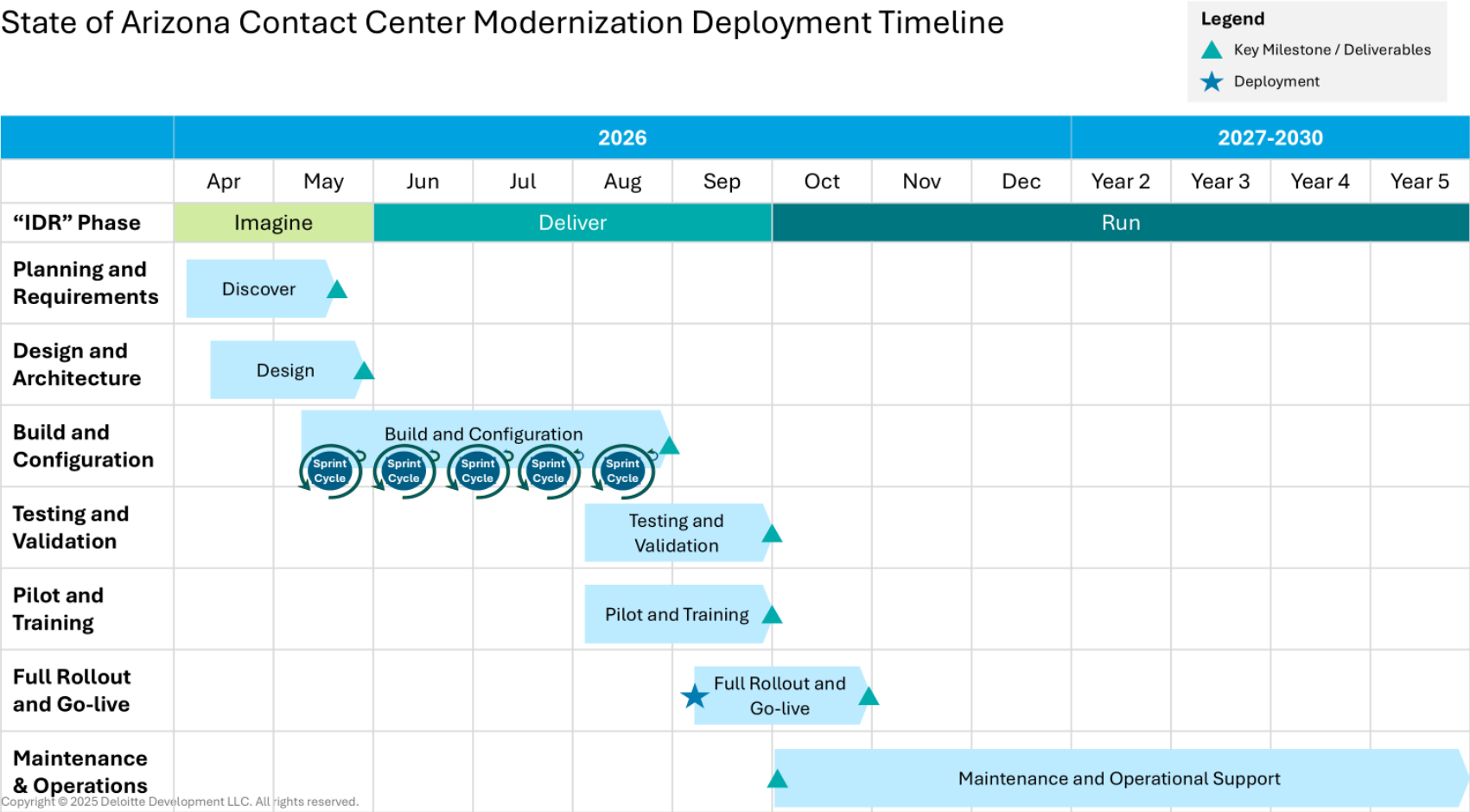
Value Added

- *Manage overall timeline*
- *Identify, manage, and resolve project issues and risks*
- *Coordinate activities across work streams and other initiatives*
- *Alignment between vendors*
- *Constant communication to set expectations and reach outcomes*
- *Establish and execute timely PMO transition strategy*

Project Timeline

Delivering quality implementations that meet Arizona’s needs.

Our approach moves from discovery and design through rollout and go-live, with structured collaboration at every stage. The timeline shows the sequence of key activities—requirements, architecture, build, validation, training, and deployment—along with critical deliverables and decision points to keep work on track. This phased plan sets clear expectations, increases transparency, and supports change management across stakeholders.



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Q+A