

Improving Medicaid Business Processes

Celonis enables government leaders to deliver critical services to their constituents more efficiently.

1,400+ organizations use Celonis to understand their processes, find improvement opportunities, and turn process intelligence into business value.

Celonis was named a leader in the [2023 Gartner® Magic Quadrant™](#) for Process Mining Tools.

We solve three common Public Sector customer challenges:

- 1. System modernization** - Achieve true system migration readiness
- 2. Process improvement guesswork** - Shift to data-driven process improvement
- 3. Policy and compliance** - Respond and report on new, challenging policies

Celonis drives a proactive approach towards compliance, control, and efficiency by:

- Augmenting your existing MITA tech stack
- Integrating data across systems, desktops, and documents in real-time
- Driving corrective action and automation

Medicaid State Program Integrity Reviews reflect the process complexity challenge

- **Today** - Thousands of variants across processes
- **Tomorrow** - Respond to deficiencies by analyzing variants
- **Steady state** - Standardize enrollment, claims, and payment processes

Celonis acts as a policy adherence tailwind, supporting Medicaid agencies to comply with legislation and regulations, and improve processes in three main areas:

Enrollment bottlenecks

Enrollment rate 


- Member enrollment
- Provider enrollment
- Reporting

Case resolution

Time to resolve 

- Case management
- Authorization determination
- Claims adjudication

Improper payments

Improper payments rate 

- Accounts payable
- Accounts receivable
- Financial & payment reporting

Start with a Proof of Concept and see what Celonis can do for you

Connect with a [public sector expert by clicking here.](#)