



CASE STUDY
**Developing a
Tool for Hospitals,
Medical Providers
and State
Agencies**

CHALLENGE & OPPORTUNITY

A federal agency was relying on email correspondence for the submission process of waivers under Section 1135 of the Social Security Act used in a disaster or emergency, which was frustrating stakeholders including hospitals, medical providers and state agencies.

APPROACH & SOLUTION

Ventech Solutions leveraged its deep expertise as a ServiceNow Premier level partner in sales, services and the public sector to develop a new publicly accessible web form for submissions of 1135 waivers. Using the ServiceNow platform, the team created an easy-to-use web-based submission portal for individual or multiple requests all within the same session.

MAKING AN IMPACT

The client now has an established and more streamlined and standardized portal to simplify the process of requesting a Section 1135 waiver. This enables the agency to provide significantly faster responses to waiver requests and inquiries when the President declares a disaster or emergency and the HHS Secretary declares a public health emergency.

RESULTS



Ventech Solutions delivered minimal viable solution within 30 days.



The team provided additional enhancements over the following months until the client was ready to go live.



In under four months, the system went live with no major issues.



99% decrease in time for a requester to submit the form from 5 hours to 5 minutes.



85% decrease in adjudication time for the agency to process the request from 20 days to 3 days.