



CASE STUDY

1135 Waivers and Inquiry Tool

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 and medical providers. The timing and urgency to develop a new process and automated solution were critical given the implications of the Coronavirus pandemic.

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 the 1135 waivers. Through the ServiceNow solution, the team created a streamlined, simplified process and portal with a standardized form for requests and the capability to assist providers in determining whether an existing waiver or flexibility type already exists.

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 healthcare providers to easily apply for a temporary waiver from certain Medicare, Medicaid, and Children's Health Insurance Program (CHIP) requirements 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.

