Verification Hub
NextGen 360

The NextGen360 Verification Hub is the one-stop shop for client verifications, offering agencies a suite of configurable tools to verify client information, empowering all stakeholders – customers, workers, and administrators – while accommodating unique budgetary and program needs.

Addresses SNAP PER Error Drivers

Processing Errors

Verification/Documentation Errors

Staffing Shortages, Excessive Workload, and Resolution Timelines

Lead Points of Contact

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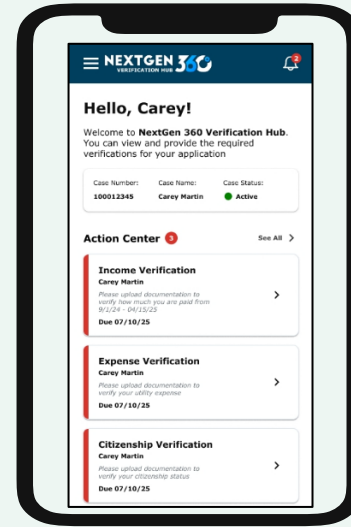Shivani Bhat: shibhat@deloitte.com

SOLUTION

NextGen360's Verification Hub streamlines client verification process through its configurable platform, intelligent document processing, fraud and quality control capabilities, and surge support and training services.

The Verification Hub offers prebuilt plugins for seamless connection with various interfaces, unified vendor management through single contracts, configurable verification hierarchies aligned with program needs, comprehensive administration tools including audit history report and role configuration options, proactive monitoring with PeoplePrism's longitudinal dataset to detect inconsistent information, and tailored services to meet specific staffing needs to client.

Diagram for illustration only

KEY FEATURES

Prebuilt Plugins & Configurable Verification Hierarchy
Seamlessly connect with federal, state, and third-party interfaces, enabling agencies to set up verification interfaces for income, expenses, assets, and more.

Proactive QC Monitoring
Uses PeoplePrism's monthly, updated, longitudinal dataset to proactively send alerts for inconsistent information like mismatches in the household composition or state of residency reported by the applicant.

Tailored Services Fitting Client's Staffing Needs
Tailored support solutions for critical, project phase-specific surges and/or longer-term staffing needs to support the agency.

Comprehensive Administration Tools
Comprehensive Admin Tools including access to compliant audit history reports and user-friendly controls, allowing roles, programs, and interfaces to be easily configured for staff needs.

Intelligent Document Processing
Gen AI/OCR platform with workers acting as the human approvers which enables pre-processing classification of documents followed by accurate data extraction reducing manual processes and workload.

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