

PROJECT EXPERTISE

Application Processing

Featured Clients:



U.S. Citizenship and Immigration Services (USCIS)

Challenge: Fluctuating volumes of immigration applications and review times slow immigration processing.

Solution: TDEC operated and managed USCIS field offices in support of the prime contractor. TDEC consistently exceeded the contract performance requirements established while providing superior service and decreasing turnaround times.



Centers for Medicare and Medicaid Services

Challenge: Millions of applications were submitted with and since the passage of the Affordable Care Act. CMS requires eligibility to be confirmed and applications processed quickly and effectively

Solution: Since 2013, TDEC, in support of a prime contractor, has received thousands of application-related documents each day. Our 160+ person staff create accounts and review the data for completeness and eligibility. Documents are then processed for approval.

Services:

- Mail, fax and online receipt and processing
- Application review for completeness
- Document imaging and indexing
- Data entry from multiple mediums
- Data verification
- Quality control
- Bronzing
- Coding
- Clerical support
- Storage and disposal
- Image and data delivery
- Metadata reports

Benefits:

- Identification of incomplete applications
- Increased speed of processing
- Improved constituent services
- Increased customer satisfaction
- Reduced operational costs
- Scalable resources