



**Solix, Inc. Helping States Deliver Critical Assistance
to Residents Affected by COVID-19**

Parsippany, NJ – May 4, 2020 – States seeking to provide assistance to people affected by the COVID-19 pandemic are partnering with Solix, Inc. to deliver support through programs that ensure continued access to critical services.

Solix has extensive experience in designing, implementing and managing enrollment-based public benefit programs. Clients are leveraging Solix’ unique expertise in eligibility determination and process controls that help prevent waste, fraud and abuse in order to assist those in need during these difficult times. Solix’ customer care team is playing an integral role by providing program guidance and customer-focused support to applicants.

One example is a state public utility commission that was tasked with quickly implementing a solution to ensure residents who had lost their jobs as a result of the COVID-19 pandemic would not lose electricity service. The state needed a new and rapid solution to process applications for this assistance program as the existing unemployment infrastructure was strained due to the crisis.

Solix was able to launch the utility assistance program within three days by designing and deploying a hotline with an Interactive Voice Response system to provide basic information to residents, and by training 30 Customer Service Representatives (CSRs) to manage the hotline inquiries. Three days later, an additional 30 CSRs were trained and added to the support team to manage heavy call volumes. Within a week after launching the hotline, Solix built, tested and deployed an integrated website that allowed for the intake of applicant information and supporting documentation. Within the first two weeks, more than 37,000 calls had been handled and more than 20,000 applications had been processed. Solix continues to support thousands of individuals in receiving vital assistance from this program.

[Solix](#) is a best-in-class business process outsourcing firm providing program management, technology solutions, consulting and customer care for clients throughout the United States. Solix and its subsidiary, Sivic Solutions Group, offer expert support for a range of government funding programs including Federal Medicaid, TANF, E-rate and Rural Health Care. For more information, call 800-200-0818 or visit us at www.solixinc.com

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Media Contact: Gene King
Solix, Inc. Corporate Communications
[973-581-5320](tel:973-581-5320) or gene.king@solixinc.com