# What is the Unified Portal?

A public-facing web interface will transform delivery of Health and Human Services by offering a unified, person-centered resource that increases ease of access and engagement.

The Medicaid Management Information System Replacement (MMISR) project is providing a technological foundation to remove silos around information through development of an Enterprise Service Bus (ESB), a software platform that enables interoperability of data and services. The Unified Portal will utilize the ESB to access a single, trusted, centralized profile of a client or provider. Records centered around individuals instead of across divisions and programs will reduce redundant interactions, and improve speed, accuracy, and quality of service. The capabilities of the Unified Portal will include:

- **Single sign-on** for enrollment in and access to all available support services from Medical Assistance Division (MAD), Child Support Enforcement Division (CSED), Income Support Division (ISD), and Behavioral Health Services Division (BHSD).

- **A centralized, actionable resource** for clients to track their active and past cases across programs and take necessary actions.

- **Proactive notifications and check-ins** about clients' status, upcoming events, and required actions through their preferred channel of communication.

- **Mobile access** through a digital wallet for services such as Supplemental Nutrition Assistance Program (SNAP) and Medicaid .

- **Collaboration via chatbot or human support** to coach and help guide clients toward milestones.

- **Flexible on-call assistance system** across multiple channels with 24-7 availability.
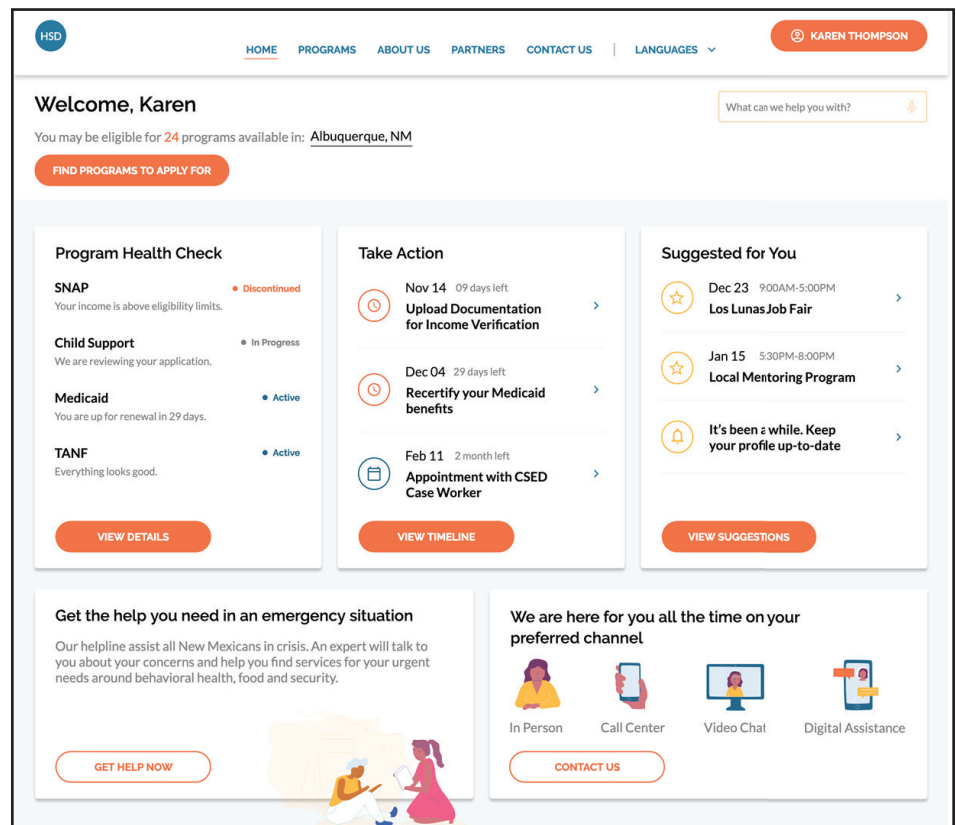
CURRENT STATUS

As of September 2020, contract negotiations are underway.