

## Security Initiatives

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Identity security affects virtually every American on a daily basis. Identity security problems cost federal, state, and local governments tens of billions of dollars annually. Health care and benefits fraud are huge problems, nationally.

### National Recognition for DHS Security Practices

DHS practices were showcased in a recent report examining multiple facets of security in 10 states. Pennsylvania was named the most identity-secure state among the 10 states chosen for their large populations and their reputations as technology leaders.

A report by the Secure ID Coalition called Pennsylvania “a leader with respect (to) eGov Practices and Health & Safety Identity Documents. The state’s National Strategy for Trusted Identities in Cyberspace pilot involves an interoperable ‘Keystone ID’ that will allow citizens to access online services hosted by multiple government agencies... including the Department of Human Services, the Department of Health, and the Department of Labor and Industry. The goal of the program is to eliminate the need for residents to create multiple accounts with different agencies.”

The report highlighted Pennsylvania as being only one of two states that combines Medicaid, Supplemental Nutrition Assistance Program (SNAP), and cash-assistance benefits into a single card. “Since many beneficiaries qualify for more than one welfare program, consolidation of benefit cards into a single, interoperable card is a major step towards increasing efficiency and usability,” the report says.

Pennsylvania also earned the maximum number of points for securing SNAP transactions with multifactor authentication, such as a card and a PIN.

"This recognition affirms our commitment to serving 2.7 million Pennsylvanians efficiently, while best utilizing tax payer dollars. Our team works hard to make sure the people we serve receive the highest level of customer service."

- DHS Secretary Ted Dallas

Pennsylvania’s attention to customer service and protection also saves state and federal money. U.S. Justice Department officials have estimated that Medicare fraud alone costs the country \$60 billion annually. Fraud extends to other programs as well, including an estimated \$2.4 billion in SNAP benefits nationally, according to a 2014 report by the U.S. Department of Agriculture Inspector General.

### The Impact: Continued Improvement

DHS continues to improve its security and customer service through innovative technology, including:

- Implementing “identity proofing” of program recipients. DHS will automate the process of validating the identity of a person applying for benefits.
- Automating provider enrollment to replace the cumbersome and error-prone paper-based system.
- Eliminating manual updating of milestone changes such as when a child reaches a certain age.