The demand for Veterans’ services has never been greater. With so many individuals in need of healthcare, education, employment, and claims assistance, Veterans Service Organizations (VSOs) require case management systems to expedite the benefits process.

**Better Service for Those Who Served**

Many VSOs find they spend too much time manually filling out forms and shuffling through paper files and not enough time reaching out to Veterans in need.

With 40 years of experience serving health and human services agencies, including the Department of Veterans Affairs (VA), MicroPact understands the challenges related to entitlement benefits case management. MicroPact’s ETK Veterans’ Benefits is designed to efficiently manage all aspects of administration, from outreach activities and initial referral through claim submission, adjudication tracking, enrollment, and benefits processing.

**Fully Compliant Claims**

Designed to meet the acceptance requirements of the VA, the automated forms and letters eliminate errors, omissions, and duplicate data entry. Official claim forms and correspondence are pre-populated with claimant information, including the Veteran’s personal information and detailed medical history where applicable. The result is well-developed, fully compliant claims that can reduce adjudication times and accelerate the delivery of benefits to Veterans and their dependents.

**Comprehensive Benefits Administration**

» Outreach management
» Evidence gathering
» Claim generation and submission
» Adjudication tracking
» Enrollment
» Benefits processing
» Post claim tracking

**Powerful Reporting Capabilities**

Get detailed insights on every aspect of case administration through comprehensive pre-loaded and ad-hoc reports that you can save, edit, and share.
Secure, Web-based Collaboration

Because ETK Veterans’ Benefits is web-based, any authorized user with an internet connection can access the system. Access to information is controlled by role-based security definitions for internal users, claimants, dependents, and external parties such as powers of attorney. Using a secure, shared database to manage Veterans’ services enhances collaboration between regional offices, county locations, and posts by making claim details and other information available online in real time.

Access, Visibility, and Control

ETK Veterans’ Benefits is pre-configured for efficient, comprehensive management of the entire Veteran relationship — everything is built-in. The system automates paper-based processes and streamlines every task, so VSOs and their staff can devote more time to ensuring that each Veteran receives all benefits to which they are entitled. Securely hosted in the cloud, it’s always up to date — no software to maintain, no hardware to buy.

Proven Across the Public Sector

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees.

Time-saving Features

» Intuitive, modern web interface
» Create, assign, and manage tasks and claims
» Auto-generate and store VA forms and letters, including VA 21-526EZ
» Central document, image, and media repository
» Pre- and post-claim alerts and reminders
» Outreach documentation and tracking
» Coming Soon: Electronically submit claims via the VA’s new API

FedRAMP
Federally Accredited, Continuously Monitored, Secure Cloud Hosting

Experience ETK Veterans’ Benefits

For further details or a live demo, contact Chris Flores at 703.272.2939 or by email at ETKSaaS@micropact.com