



TennCare: Life in the Cloud

Deloitte and the State of Tennessee

The challenge

TennCare is the state Medicaid program in the state of Tennessee. TennCare knew that in order to best serve the Citizens of Tennessee, they would need a new application environment – one that would save time and money. The TEDS project, only one of the many applications TennCare supports, currently provides 1.8 million citizens with benefits.

The solution

The project aimed to reduce the timing, cost, and resources it would take to set up enterprise architecture for application implementation, increase compliance, scalability, and flexibility of IT systems, and provide agile compute platforms and application environments. The project also introduced new compliance and resiliency measures allowing TennCare to adhere to the highest, industry-leading, and mandated security standards.

From Framework to Citizens: The Outcome



Secure services

The TN Cloud Managed Services project provides 24/7 service and support to make five major applications available to citizens and workers, addressing Tennessee's needs and allowing TN workers timely request processing. One of these mission critical apps, TennCare Member Portal, a web application where citizens can view and manage their benefits, services over 500 thousand active accounts in member portal.



Cost and scalability

By utilizing cloud services, TennCare has cut costs of infrastructure by paying only for services they use. As part of the Cloud Managed Services project, TennCare implemented a savings plan for all AWS Cloud infrastructure that saved the State an additional ~\$250K+ in computer resources costs year over year. In addition to cutting costs, the designated flexible structure has allowed TennCare to move at an unprecedented pace while standing up a new project and IT infrastructure.



Impact, delivered

As a result, cutting-edge, industry-leading applications have been made available to citizens sooner, while still allowing the State to maximize its budget and dedicate money to exploring more enterprise system enhancements.

TennCare's enterprise-wide vision for leaner, more secure, scalable, and flexible IT structure provides a blueprint not only for Tennessee's future solutions, but for State IT systems as we move into the next era of technology .

Wins by the numbers:

500+
servers
managed

\$2.5M
annual infrastructure
savings

70+
application
environments

5
product
applications

Get in touch:

Kenny Smith

Principal, Government and Public Services
Deloitte Consulting LLP

Tel: +1.404.220.1026

kensmith@deloitte.com

As used in this document, "Deloitte" means Deloitte & Touche LLP, a subsidiary of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.