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Maximus Launches Error Prevention Solution for State Supplemental Nutrition Assistance Programs (SNAP)

Accuracy Assistant helps states improve the accuracy of benefit issuancewith a new AI-enabled tool

TYSONS, Va.--(BUSINESS WIRE)-- Maximus (NYSE: MMS), a leading provider of tech-enabled government services, today announced the launch of Accuracy Assistant™ by Maximus, a suite of offerings for state government programs, tailored to the Supplemental Nutrition Assistance Program (SNAP). Using predictive analytics and intelligent automation to detect data inconsistencies and flag accuracy issues, this AI-powered solution can provide states with real-time case file analysis to address potential data inconsistencies before they become costly errors.

The solution launch comes at a critical time for states as they prepare for upcoming federal changes to state SNAP that require states to fund a portion of the benefits starting in October 2027 based on their payment error rates. The payment error rate measures how accurately states determine SNAP eligibility and benefit amounts. States with error rates exceeding 6% will pay a progressively higher share of the cost of the SNAP food benefit starting in October 2027.

“Accuracy Assistant by Maximus can provide state governments with the actionable intelligence necessary to drive faster, data-driven decision-making throughout the SNAP eligibility process,” said Bruce Caswell, President and Chief Executive Officer. “From the moment of the first interview to the end of the eligibility process, Accuracy Assistant can proactively identify and address potential issues in SNAP applications, strengthening program integrity and improving accuracy at every step. The tool builds on Maximus’ commitment to helping governments continue to improve their programs serving citizens through innovative, tailored solutions.”

Developed by a Maximus team of technology experts and former state program administrators, Accuracy Assistant identifies high-risk cases — those most likely to result in errors — through real-time analysis of case files, verifying that the information used by staff to make decisions is accurate, before benefits are issued. Accuracy Assistant provides a multi-prong, AI-enabled approach for improving quality and increasing accuracy of the SNAP benefit verification process, including:

- **Predictive Analytics and Error Profiling:** Before benefits are determined, Accuracy Assistant identifies data patterns from historical errors and state-specific rules to determine an error risk profile for each case. Flagging high-risk cases allows staff to resolve issues early without delaying low-risk cases.
- **Eligibility Inconsistency Identification:** Intelligent document processing and natural language processing extracts and verifies data, providing real-time accuracy checks

throughout the review process. Accuracy Assistant promptly alerts staff to data inconsistencies or missing information that can lead to errors.
- **Side-by-Side Support for Eligibility Staff**: Throughout the eligibility process, Accuracy Assistant provides checkpoints to support getting information right the first time. It provides instant policy and procedure guidance using a curated database of federal and state regulations. Before, during, and after staff conduct applicant interviews, Accuracy Assistant flags missing information, provides real-time guidance, and auto-generates interaction summaries.
- **Monitoring and Reporting:** Interactive dashboards can offer state program leaders real-time visibility into key metrics, helping them track program performance, identify error trends, and drive continuous improvement.

“States are committed to delivering SNAP benefits accurately and on time, but often face limited technology and resources,” said Caswell. “Previous solutions have typically focused on identifying and correcting errors after benefits have been issued, which puts many states at risk for millions of dollars in new benefit costs. Accuracy Assistant provides automated quality assurance that helps prevent errors before they occur, strengthening program integrity and reducing risk. The result isn’t just a lower error rate; it’s a stronger SNAP program.”

Learn more about Maximus’ SNAP solutions at maximus.com/snap.

About Maximus

As a leading strategic partner to government, Maximus helps improve the delivery of public services amid complex technology, health, economic, and social challenges. With a deep understanding of program service delivery, acute insights that achieve operational excellence, and an extensive awareness of the needs of the people being served, our employees advance the critical missions of our partners. Maximus provides tech-enabled services to government agencies, including innovative business process management and technology solutions that provide improved outcomes for the public and higher levels of productivity and efficiency of government-sponsored programs. For more information, visit maximus.com.

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