

OnAir

ONAIR AT A GLANCE

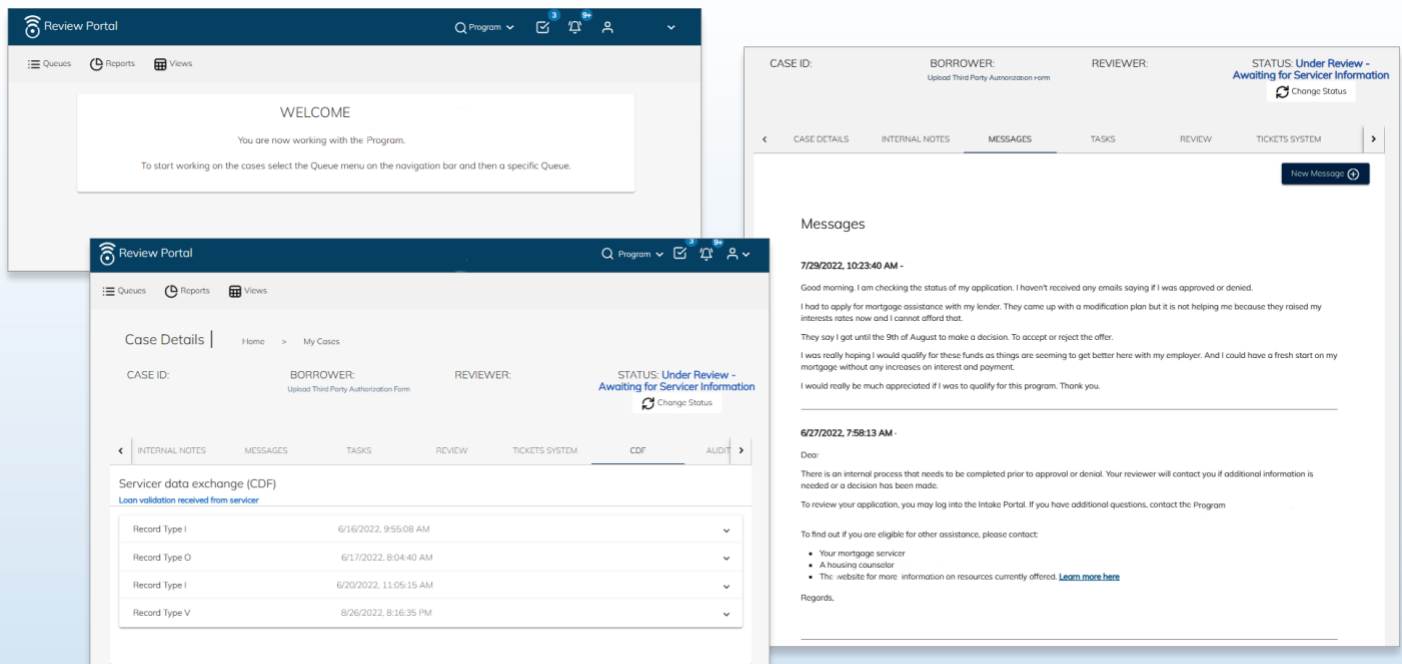
Intake Portal

- General Program information to educate applicants and visitors
- Pre-screening tools (Navigator) allow applicants to answer 5 quick questions to determine which program is best suited for them and if they are likely eligible
- Secure document and personal information upload
- Step by step walkthrough for applicant submission

Review Portal

- Fraud detection processes through Integration with our partner SOCURE
- Automated eligibility processing and data management that validate information based on established requirements
- Pre-built reports, customizable reports and self select report generation for non-technical users
- Email automation, external communication, internal and cross departmental communications capabilities
- Common Data File (CDF) integration for third party information exchange and payment processing
- Integration with [oConnect and oChat](#)
- Product modules for address verification, payment management, appeals management and complaints management

Built on Amazon Web Services (AWS) GovCloud, OnAir is a highly configurable and scalable case management processing system that automates eligibility and streamlines review processes. OnAir allows for a secure and efficient case management operation with minimal worker touch required that mitigates risk while reducing time and operation costs.



Consisting of the Intake Portal and the Review Portal, the case management and eligibility journey begins for the constituent with the Intake Portal at the Navigator. oNavigator pre-screens submissions and initially determines if they are likely eligible or gives them the reason they would be determined ineligible. If deemed as potentially eligible, the customer can upload the necessary documentation and information through the Intake Portal. At submission, all applications undergo several automated and manual review processes, while running through fraud detection automated and manual procedures.

OnAir contains an internal messaging module where reviewers can request additional information and documentation, send automated notifications as the application moves through the process, and answer any customer questions.

Additionally, OnAir has the ability to request and receive information from third parties via our oCDF module.

Our partnership with AWS's GovCloud ensures that the information is always stored and secured in the OnAir database while simultaneously being run through the rules engine, speeding the information processing time, and essentially, reducing the application approval time-frame.

OnAir also contains payment management, appeals management, and complaint management capabilities that facilitate maintaining a transparent and seamless application processing operation.



Benefits / Features

Modularization

OnAir is one application implemented in modules, resulting in the ability to develop and modify different elements separately.

Audit Trail

Everything that happens in OnAir is recorded giving you the opportunity to trace accomplishments and opportunities that allow for quality assurance and recordkeeping.

Ability to Automate

OnAir has rules engines that filter out any unwanted intake, and provide decision-making based on established criteria and submitted information.

Simple Flexible flow

OnAir is designed to flow step by step for all program workflows

Configurable and Scalable

OnAir is flexible and configurable to any size project and needs you may have.

Ongoing IT Support

Our IT group is a fast-acting prioritizing machine and will never fail to adjust to needs or issues that are present.

Pre-built and Ad-hoc reports

OnAir's reporting capabilities allow you to create technical and non-technical user-friendly reports that meet your specific needs.

Fraud Detection

Through our partner SOCURE, as well as an internal fraud team, OnAir ensures any potentially fraudulent applications are flagged and reviewed.

Always-on Customer Service

Integrated with OSaaS' oChat Intelligent Assistant, oNavigator benefit pre-screening, and oConnect, OnAir provides high-quality and effective customer service that supports the program and applicant's needs.