Tyler Technologies and New York Keeping Benefits Accessible to Veterans and Their Families During COVID-19 Closures

Tyler Technologies and the New York State Division of Veterans' Services adapts Entellitrak platform to prepare and present claims and appeals for benefits from home

PLANO, Texas (May 13, 2020) – Tyler Technologies, Inc. (NYSE: TYL) today announced that the New York State Division of Veterans Services (NYS DVS) has added capabilities to its Entellitrak®-based Veterans' Benefits solution to be able to continue to provide benefits and services to veterans remotely.

The COVID-19 pandemic has resulted in closures of businesses of all kinds, including all of the United States Department of Veterans Affairs' Regional Offices. Additionally, shelter-in-place mandates happening in states across the country have caused all non-essential workers, including veterans, to remain at home.

To continue to support New York's veterans, the NYS DVA reached out to Tyler to implement the Benefits Intake API to its existing Entellitrak platform, which is used to guide veterans through the complex benefits application and administrative process. Tyler's Entellitrak team responded rapidly to the request.

"New York State has a long history of leading the way, particularly during times of crises. It continues to do so today in the midst of the global COVID-19 public health pandemic. As an agency, we are committed to providing first-in-class services to New York's veteran families during these times," said Jim McDonough, director of the New York State Division of Veterans' Services. "With the top-of-the-line service and quality provided by Tyler's Entellitrak team, we were able to quickly roll out this completely digital process with no delays in assisting New York's veterans."

The added interface enables veterans services officers to submit claims directly to the Veterans Benefits Administration without the need for in-person document handling. Through the interface, intake officers can process VA claims remotely and ensure that they are timely filed with the federal government. Rather than printing out a claims package and delivering it to a VA Regional Office mailroom, the process of preparing and presenting a claim to the VA for adjudication has become entirely paperless from start to finish, thanks to the Benefits Intake API.

"We are always focused on helping government agencies serve citizens more efficiently and effectively," said Stephanie Kuhnel, vice president of state sales for Tyler's Entellitrak solution. "In this case, it is our privilege to help ensure that veterans continue to receive the benefits they've earned, even in the midst of this public health crisis."

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 26,000 successful installations across more than 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2019 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

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