

# ECM for Healthcare Payers

## A Partner of Choice

CGI is a leader in providing innovative business and technology solutions to the healthcare payer industry. Our clear vision and ability to deliver results has made CGI the partner of choice for many BlueCross BlueShield plans, commercial health insurance companies, government healthcare payers and Prescription Benefit Managers (PBMs). Solutions designed for healthcare payers include:

- CAS 5.0 software for comprehensive claims auditing and Fraud & Abuse detection
- Clinical and compliance auditing
- Prescription benefit claims auditing and analysis services
- Medicare Advantage and Part D services
- Member enrollment, billing and call centers
- Reimbursement consulting and pricing solutions
- Fraud investigation services including Special Investigative Unit Outsourcing & Co-Sourcing
- Complete IT services

In today's market, healthcare payers are asked to do more with less. This means increasing employee productivity and reducing expenses, while continuing to maintain a high level of customer service. As competition in the marketplace continues to grow, these become even greater challenges. However, with the right tools in place, you can not only meet these challenges, but exceed them and move above the competition.

Numerous opportunities do exist to improve business processes. In recognition of these opportunities, CGI has partnered with Hyland Software to offer a suite of enterprise content management (ECM) solutions via Hyland's OnBase® Solution.

With CGI and OnBase, healthcare payers have access to proven solutions that electronically manage documents and information. OnBase provides instant access to information, creating more efficient processes and a greater focus on service, rather than recordkeeping. Even more, OnBase can seamlessly integrate with your existing applications, including your imaging system, making it easy for end users to learn. OnBase can link multiple departments to increase communication, eliminate duplicate processes and enable your organization to run more efficiently and cost-effectively by digitizing, standardizing, automating and streamlining processes in areas such as:

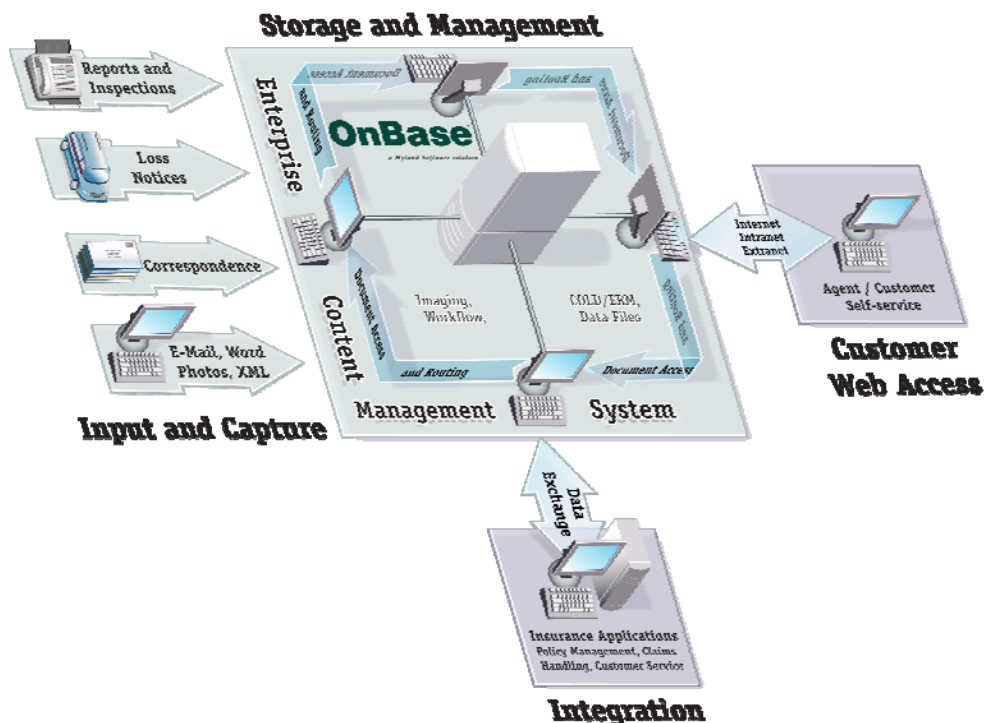
- Provider relations
- New business applications
- Underwriting
- Claims processing
- Financial management
- Customer service
- Forms management
- Risk management
- Human resources

Healthcare payers that take advantage of CGI and OnBase realize the following benefits:

- Reduce labor and cycle times through automated collection, routing and auditing of enrollment files, including applying business rules to test eligibility requirements
- Seamlessly integrate with your existing imaging systems
- Support compliance initiatives and allow insight into performance standards with audit trails, built-in document history, transaction logs and reporting tools
- Complement existing applications with workflow and flexible business rules, for example, allowing the creation of an automated process to handle exceptions

- Reduce labor required for biennial credentialing by automating notifications, auditing and the collection of documents from multiple sources, including scanned images and e-mail attachments
- Manage contract negotiation and creation processes, as well as improve the ability to research contracts for specific words or phrases
- Ensure that “white mail” correspondence is acted upon in a timely manner and associated with the appropriate account by capturing it at the mailroom

OnBase solutions are easy to configure and maintain and are scalable applications that can be deployed to meet your organization’s needs. OnBase is designed to complement existing applications, not displace them, through seamless integration with virtually any line-of-business application. Since these integrations allow users to retrieve e-mail, faxes, scanned images, enterprise reports and more without ever leaving the screen in which they are working, there is virtually no end user training or disruption of business.



### Company Profile

CGI is in the business of satisfying clients. For 30 years, we’ve operated based upon the principles of sharing in our clients’ challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ offices worldwide.

CGI has a solid track record of on-time, on-budget delivery and high-value repeat performance. Our methodologies and best practices ensure we deliver results and serve as an accountable, flexible and objective partner.

We define success by exceeding expectations and helping clients achieve results.

For more information about CGI, please visit [www.cgi.com/usfederal](http://www.cgi.com/usfederal) or contact us at 216-687-1480 or [healthcare.bps.hgov@cgifederal.com](mailto:healthcare.bps.hgov@cgifederal.com).

Because a single OnBase solution can address all of these needs, as well as back office operations such as accounts payable/receivable and human resources, it reduces IT complexity and lowers total cost of ownership. As a result, Authorized OnBase Solution Provider CGI offers a cost-effective, enterprise-class solution that is within reach of the organizations that rely on a state’s per member, per month (PMPM) funding while supporting compliance with stringent HIPAA and accreditation requirements.