

# CGI Health Insurance Exchange360™

## KEY BENEFITS

- Deliver a transparent and competitive health plan marketplace to meet state objectives and ACA requirements
- Choose the IT and business services that best meet your needs with a highly flexible platform designed to evolve and respond to change
- Minimize risk by leveraging existing IT investments, seamlessly integrating with existing systems and aligning with Medicaid and MITA requirements
- Support a sustainable business model through creative funding and collaboration
- Access the unique expertise of an IT provider and integrator that has extensive experience with high-profile public and private sector health insurance programs

## FOCUSED EXPERTISE

Evaluation, development and implementation of IT and business process solutions for:

- Health insurance exchanges
- Medicaid, Medicare and complex private sector plans
- ACA planning and prototyping
- Integrated state eligibility systems
- Consumer online shopping

## PROVIDING A COST-EFFECTIVE AND SUSTAINABLE HEALTH INSURANCE MARKETPLACE FOR CONSUMERS AND SMALL BUSINESSES

Health insurance exchanges (HIXs), or health benefits exchanges (HBXs), are competitive online marketplaces where individuals and small business can compare and enroll in health plans. They are a major element of the Patient Protection and Affordable Care Act (ACA) which seeks to increase the number of covered citizens by more than 40 million.

### CGI Health Insurance Exchange360™

Informed by our extensive work with best-of-breed public and commercial health insurance programs, CGI Health Insurance Exchange360 is a suite of services and technologies for launching cost-effective and sustainable exchanges. The platform enables states to manage eligibility and enrollment and seamlessly exchange data with commercial insurers and government agencies. It also gives them flexibility to respond to legislative, regulatory and financial changes and evolve their programs over time.



### Key features:

- **Health Insurance Exchange Portal** providing health plan feature and price comparisons; components for brokers, navigators and plan administrators; and intuitive and logical navigation for streamlined decision-making
- **End-to-end business and technology services:**
  - Eligibility screening and verification
  - Health plan management
  - Financial management, including premium billing/tax credits
  - Program management
  - Infrastructure and hosting
  - Enrollment and purchasing
  - Customer Service Center
  - Member management administration and reporting
  - Education and outreach
- **Standards-based data exchange** through the Federal Data Services Hub to the Internal Revenue Service, Homeland Security and Social Security Administration. Interfaces will also include gateways to state systems as needed

## Why CGI?

- **Transformation.** Creating this new model for states requires expertise in health insurance, health IT and program administration. CGI has an unparalleled perspective from the ground level of healthcare reform efforts at both the state and federal levels. Our broad experience enables us to deliver compliant solutions and to support states in the business process and programmatic changes required for such transformations. Implementing technology solutions alone are not sufficient for success. Building robust and sustainable programs requires addressing business and policy issues in parallel with technology.
- **Collaboration.** CGI collaborates with states to develop pragmatic solutions that are as low-risk and member-centric as possible, leveraging what is already in place. Our solutions align with U.S. Health and Human Services guidelines and principles to help states achieve federal compliance while improving service delivery. CGI also provides creative funding models to build sustainable programs and can facilitate collaboration between states to achieve economies of scale.
- **Vision.** CGI has the healthcare and insurance thought leaders and technologists to help you develop and effectively administer your program without undue risk, burden, delay and cost. We take a holistic view across people, processes and technology to create platforms that give states control over program design and development.

## Representative client experience

- **For Massachusetts**—the lead state for the New England States Collaborative Insurance Exchange Systems (NESCIES) project which also supports Connecticut, Maine, New Hampshire, Rhode Island and Vermont – CGI helped evaluate the current Massachusetts Health Connector's IT components, including eligibility, consumer shopping, enrollment, premium billing and reporting, to ensure they meet and exceed federal health reform requirements, and to create a technology roadmap to guide further transformations in the region.
- **For Utah**—CGI provided technology consulting and business process analysis focused on improving the consumer experience for the Utah Health Exchange. CGI's analysis focused on the user interface necessary to help consumers in choosing a provider, browsing and enrolling in plans or engaging in wellness activities.
- **For the federal government**—CGI is developing the nationwide Health Insurance Exchange—Federal Exchange (FX). CGI also built and deployed cloud-based systems that help more than 3,000 organizations submit information to the federal government about their health insurance offerings. The systems enable the federal government to provide required insurance reporting information to the public via the Healthcare.gov website where citizens can conduct real-time comparisons to make more informed decisions about their healthcare plans. CGI also developed related applications enabling the federal government to review plan rate increases and justifications and helping state governments use the data for their consumer assistance and protection programs.

## ABOUT CGI

CGI is a leading IT and business process services company with 31,000 professionals operating in 125 offices worldwide.

With 35 years of IT and business consulting experience, nearly two decades of which have been focused on the health industry, CGI has the IT and health expertise clients need to transform their operations and fulfill their core mission.

Our robust solutions and services support federal, state, local health initiatives as well as health plans and providers. This unique breadth of experience gives CGI unparalleled program knowledge that is critical for planning and implementing successful Health IT solutions.

For more information on CGI or our services, visit [www.cgi.com/healthcare](http://www.cgi.com/healthcare) or contact [HealthIT@cgi.com](mailto:HealthIT@cgi.com).