



_experience the commitment™



Health and human services

Focused offerings

- **Medicaid and healthcare reform**
 - Health Insurance Exchange360™
 - MMIS modernization
 - Medicaid eligibility
 - Medicaid Incentive360™
 - Medicaid enrollment broker
 - Improper payments, audit and recovery
- **Human services**
 - Child welfare
 - Child support enforcement
 - My Safe Drawer™
 - Mobile Worker™ Suite

Full-service capabilities

- Application management and modernization
- Business process services
- Cloud computing
- Enterprise architecture / Service Oriented Architecture
- Managed services
- Portal development and integration
- Systems integration and consulting
- Web enablement

Health and human services agencies are tasked with protecting the health of citizens, adapting to a constantly changing regulatory environment and coordinating efforts across multiple stakeholders and systems. These agencies seek effective solutions for modernizing and integrating their operations to better see the public's needs. As a long-standing partner in these critical areas, CGI provides the experience, vision and technology for transforming operations, keeping pace with change, increasing collaboration and enhancing outcomes.

Medicaid and healthcare reform

- **Health insurance exchange and eligibility.** CGI's Health Insurance Exchange360 is a suite of services and technologies for launching competitive insurance marketplace portals, managing eligibility and enrollment and seamlessly exchanging data with commercial insurers and government agencies.
- **Medicaid Management Information Systems (MMIS) modernization.** CGI offers a MITA-compliant COTS solution for states that are looking to replace their MMIS systems. We can manage systems implementation as well as provide administrative, quality and technical services.
- **Medicaid eligibility.** CGI offers a MITA-compliant COTS solution for Medicaid and other eligibility programs. Our solution is designed to meet the aggressive timelines contained in the Affordable Care Act legislation.
- **Medicaid EHR incentive payment programs.** CGI's Medicaid Incentive360 solution provides the people, processes and technology needed by state agencies to administer electronic health record incentive payment programs.
- **Medicaid enrollment broker.** CGI can help clients efficiently manage the entire enrollment business process, including call center support to assist consumers with provider selection and enrollment processing and eligibility verification.
- **Improper payments audit and recovery.** As a leader in healthcare claims auditing and recovery for 20 years, CGI has helped government and commercial payers recover more than \$1 billion in improper payments. We also help states accelerate their Medicaid Recovery Audit Contractor (RAC) start-ups.

Human services

- **Child welfare.** CGI's leading Statewide Automated Child Welfare Information System (SACWIS) supports more than 25,000 caseworkers. We also offer fully managed child welfare solutions. In addition, CGI's My Safe Drawer solution assists foster youth as they transition from dependency to self-sufficiency.
- **Child support enforcement.** CGI supports the implementation and conversion of child support automation projects.

Representative client experience

CGI partners with state and federal health and human services agencies on large, complex programs spanning healthcare reform, health insurance, child welfare, child support enforcement, eligibility and workforce development systems. Highlights include:

State and local governments

- MMIS work for California, Massachusetts and Nevada
- Medicaid EHR incentive payment programs for Ohio and Texas
- Health insurance exchange business process redesign services for Massachusetts and Utah
- Improper payment recovery audit programs for Ohio and Pennsylvania
- Health IT consulting and/or system development for Hawaii, Indiana, Montana and New York
- Web portal for Colorado Medicaid providers to submit HIPAA transactions to the federal government
- Health information exchange implementation for CareSpark Regional Health Information Organization
- SACWIS implementations for Alaska, California, Connecticut, Florida, Illinois, Louisiana, New Mexico, New Jersey, Oregon, Rhode Island, Washington and Wisconsin
- Child support enforcement solutions for Alaska, California, Georgia, Maine, Missouri, New Hampshire, North Carolina, Ohio, Pennsylvania and South Carolina
- Human services eligibility systems for California, Kentucky, Louisiana, Ohio and Texas and the City of New York
- Workforce development solutions for local agencies in Ohio

Federal agencies

- Centers for Medicare & Medicaid Services (CMS). CGI has partnered for more than a decade with CMS to enhance IT systems and infrastructure that support 45 million Medicare beneficiaries.
- U.S. Department of Health and Human Services. CGI developed and manages HHS.gov and a portal used by states and insurers to submit health insurance information for a national consumer portal.
- U.S. Department of Housing and Urban Development. For HUD's multi-family housing programs, CGI reviews, certifies and pays \$2.73 billion in annual housing subsidies in California, Florida, New York, Ohio and Washington, D.C.

Commercial health plans

- Top 5 health plan provider. Within 30 days, CGI transitioned and stabilized this client's global customer support portal, recovering more than five million in lost work time per year. CGI leveraged our testing center to ensure high-quality releases and reduce testing cycles to meet schedules, service levels and quality commitments.

CGI at a glance

A global leader

- 35 years as a partner to government and industry
- \$4.5B in annualized revenue
- 31,000 professionals in 125 offices worldwide
- One of the world's largest independent IT and business process services companies

State and local services and solutions

- Health and human services
- Enterprise resource planning
- Tax, revenue and collections
- Environmental solutions

CGI and health and human services

For 35 years, health and human services agencies at all levels of government have partnered with CGI to create pragmatic, accessible solutions that achieve their transformation, compliance and service delivery goals and better serve citizens.

For more information, visit www.cgi.com/stateandlocal