



_experience the commitment



Business and IT Solutions for Healthcare Payers

Comprehensive cost containment solutions

Healthcare payers are challenged to hold down administrative and medical costs while meeting consumer and employer demands for high quality care. CGI understands those challenges. For nearly two decades, CGI has worked with BlueCross BlueShield plans, managed care organizations, commercial health insurance companies, state Medicaid agencies and the Medicare program to deliver solutions that lower their costs, enhance productivity and improve the quality of care.

A quality-driven approach

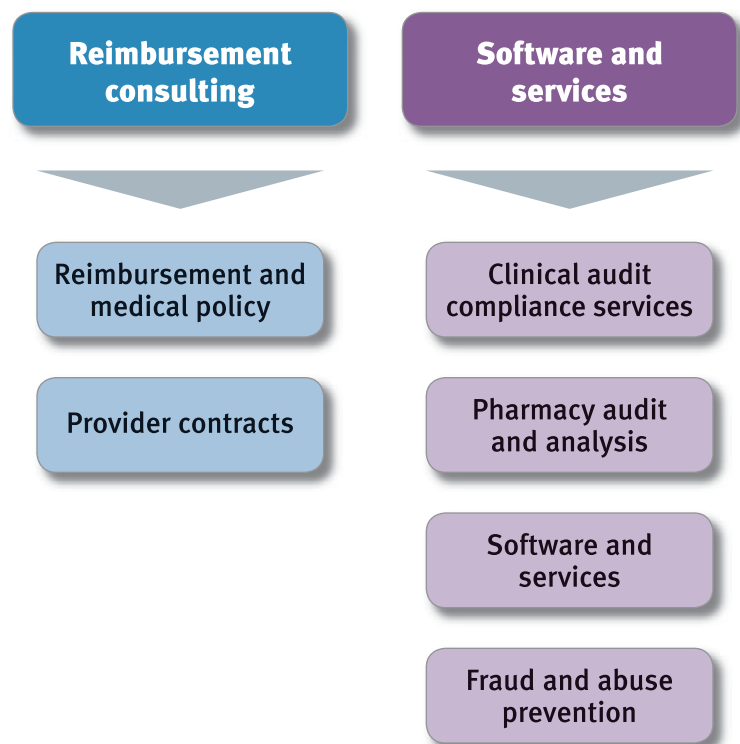
CGI's goal is to fully satisfy client objectives by delivering solutions with outstanding quality and competence. Our approach to project management is based upon both industry accepted best practices and CGI's own ISO certified frameworks. In fact, we were the first North American IT services company to attain ISO 9001 certification for our Project Management Framework. Through the careful application of these methodologies, we have built a solid track record of on time and on budget delivery.

Just as each of our clients is unique, so are our solutions. From proprietary software to consulting, application and outsourcing services, our seasoned team

of reimbursement, clinical, financial, IT and coding experts customizes our solutions to meet your requirements. Our methodologies and proprietary solutions help payers to do the following:

- Control costs
- Solve complex challenges
- Maintain compliance
- Ensure the integrity and accuracy of medical and pharmacy claims
- Prevent claims overpayments
- Recover overpaid claims due to billing errors
- Make appropriate reimbursements
- Protect provider relationships

Solutions that span the medical cost spectrum



■ Reimbursement consulting

CGI offers comprehensive payment methodology consulting and proprietary software to manage inpatient, outpatient and professionals' reimbursements.

Solutions include:

- Ambulatory Patient Classifications (APC)
- Ambulatory Patient Groups (APG)
- Ambulatory Surgical Centers (ASC)
- Diagnosis Related Groups (DRG)
- Per diem
- Fee schedule
- Case rates
- Resource-Based Relative Value Scale (RBRVS)

Services include:

- Training and education
- Financial modeling
- Information systems integration
- Provider relations consulting

CGI also offers inpatient and outpatient claims pricing engines that allow health-care payers to adapt to new methodologies, implement complex criteria, achieve maximum flexibility and customization, and gather relevant data about historical performance. Our pricing engines are especially effective for clients that have limited systems capability, resources and flexibility within their current environment.

■ Software and services

Clinical audit and compliance services

Financial audits and recoveries

Using CGI's exclusive audit and financial recovery software, clients can easily identify and investigate claims with potential overpayment due to adjudication system processing errors. The comprehensive suite of software tools and related auditing services identify the following:

- Duplicate claims
- Coordination of benefits opportunities

- Ineligible members
- Non-covered services that were paid
- Payment of denied services

Provider auditing

CGI has created a comprehensive line of software modules that review 100% of all provider claims. These tools and related auditing services identify claims that have been inappropriately paid due to provider billing errors. These audits are primarily clinical and customized to a payer's reimbursement methodologies. Whether a payer licenses CGI tools for internal staff use or outsources the entire process to CGI experts, the results are substantial, with typical recovery dollars of 1-3% of total reimbursement subject to review.

Data mining

CGI conducts extensive analysis of health plan data marts to resolve issues and to recommend business process improvements that reduce medical and administrative costs. Analysis includes pending and rejected claims, utilization management and claims payment policy, and health plan versus national standards policy review and assessment.

Pharmacy audit and analysis

CGI offers consulting services and integrated and stand-alone software solutions that target those pharmacy claims with high probability for error. We use a multi-pronged approach for both Pharmacy Benefit Management (PBM) and retail pharmacy environments, using electronic claims investigation, subscriber surveys, field audits and CGI's cost-avoidance "push technology" solutions. Our experience demonstrates that effective pharmacy audit programs can dramatically reduce the high rate of growth in pharmacy expense.

Medicare Advantage programs

Our familiarity with reimbursement consulting and audit and compliance services has easily transitioned into expertise for Medicare Advantage health plans.

We offer a full suite of services that optimize revenue and reduce administrative costs for Medicare Advantage plans:

- Identification of suspect members
- Medical record review
- Part D
- RX claims review
- SIU compliance
- Provider contract modeling
- Provider education

National Provider Identifier (NPI)

CGI offers a full range of support to help organizations comply with NPI regulations, from assessment and planning services to the implementation of the resulting strategy and solutions. We use a phased approach that involves all stakeholders, aligning an organization's structure, processes and technologies and prioritizing investments to properly allocate resources. Since the identified NPI solution varies greatly from health plan to health plan, CGI aligns recommendations with the goals, requirements and needs of each individual client.

Information technology services

CGI offers a complete portfolio of services that align payers' business and IT strategies, allowing clients to become more efficient and productive while improving the quality of care.

IT managed services

CGI's flexible outsourcing approach lets you control your overall IT strategy, focus on core services, and delegate tactical IT responsibility to a proven expert in both IT and the business of healthcare.

Application development, transformation and maintenance

CGI's application solutions help clients modernize, rather than replace, their existing systems. Our proactive approach identifies and corrects problems, prevents future issues and improves functionality.

Corporate profile

Business process engineering

CGI restructures IT systems to increase compatibility with policies and procedures. We provide IT training to maximize the effectiveness of new systems and existing processes.

Systems integration

CGI's systems integration services help maximize the usefulness of information collected and stored on multiple databases, enhancing access and data sharing for better decision-making and service delivery on behalf of your customers.

Enterprise content management

CGI applies enterprise content management solutions to integrate and streamline processes and to make pertinent data more accessible across the enterprise.

Fraud and abuse prevention

Our experience confirms that fraud and abuse can account for up to 5% of overall reimbursements. CGI provides comprehensive tools, methodologies and consulting services to protect the integrity of health plans as well as members, providers and employer groups from fraudulent claims activities.

Customized Audit System (CAS 5.0) – applies YOUR business rules, reimbursement methodologies and medical guidelines

CGI's CAS software is driven by its proprietary episode of care technology, which takes a multi-dimensional view of each submitted claim. By creating these episodes, CGI identifies inappropriately

coded or submitted claims and cases that warrant further investigations. The software covers both medical and pharmacy claims and uses push technology to identify which claims need to be examined. CAS has been used by health plans ranging in size from 60,000 to 3+ million for over a decade, providing a return on investment on average of 9:1.

Special investigative unit (SIU) services

CGI's SIU services assist healthcare payers in the detection, investigation, prevention and resolution of fraud and abuse. These investigative capabilities include assistance with improved investigative workflow processes and investigative support, including the following:

- Starting up and integrating an SIU
- Assessing and prioritizing an established case load
- Providing investigative support for criminal, civil or administrative resolution
- Assisting in the preparation of case material, such as case overviews, case reports, data mining overviews and financial loss summaries

CGI is a leading IT and business process services provider. We couple extensive healthcare expertise with a full range of solutions to lower costs while meeting demands for high-quality care. Our healthcare clients have included many BlueCross BlueShield plans, managed care organizations, commercial health insurance companies and government healthcare payers.

CGI understands healthcare industry trends and is a leader in developing innovative business and technology solutions that help healthcare payers remain competitive in a rapidly changing environment. Our business solutions include cost containment and reimbursement consulting, clinical and compliance auditing, clinical audit software, fraud detection systems and care management services. Our IT services range from complete managed care services and systems integration to application development and maintenance.

For more information about CGI, please visit www.cgi.com/usfederal or contact us at 216-687-1480 or healthcare.bps.hgov@cgifederal.com

www.cgi.com/usfederal

Business solutions through information technology™



ISO 9001 certified

