



at the heart of a healthy exchange

health IT for innovation,
collaboration and insight





CGI health solutions and services:

support more than

**1 million
providers**

and suppliers
in the industry

have helped states disburse

**\$400 million
in payments**

for electronic health
record incentives

manage more than

**5.4 billion
patient
records**

for health systems

serve more than

**310 million
citizens**

through our work with
public sector clients

have recovered more than

\$1 billion

in improperly paid
medical and
pharmacy claims

support more than

**200 critical
applications**

for Canadian
provincial ministries

support more than

**250
healthcare
facilities**

across North America

serve Medicare's

**45 million
beneficiaries**

through websites
receiving 800 million
page views annually

are used by more than

**200,000
healthcare
professionals**

to improve efficiency

As a trusted IT services partner to public and private health organizations, CGI builds and manages business, clinical and IT solutions for our clients' most complex and mission-critical operations. Solving these challenges requires a healthy exchange of ideas and innovation across the healthcare industry.

How do our clients benefit from this healthy exchange?

Experience.
Perspective.
Quality.
Flexibility.
Results.



The need for
**health IT
collaboration**
has never been
greater, and CGI is
at the heart of this
healthy exchange.

CGI's work across the healthcare environment enables us to share best practices and innovation among all sectors.

Innovation

for the speed of change

Skyrocketing costs, an aging population, a converging market and health reform are radically changing how healthcare is delivered. Government agencies, commercial providers and health plans are challenged to respond quickly and effectively to new mandates. More than ever, they seek to leverage technology and best practices across organizations to improve performance, service and access, while protecting privacy and minimizing costs.

Deep healthcare expertise

Partnering with public and private health organizations for more than 20 years, CGI has developed a deep understanding of the issues, environments and regulatory demands facing our clients, including ever-evolving standards for sharing health information. As a result, our 1,500-member health practice helps clients anticipate challenges and achieve real transformation by addressing business and policy issues in parallel with technology for better engagement, adoption and results. In addition, we actively participate in associations such as AHIMA, HIMSS and HFMA to continually advance our knowledge.

360 degree perspective across the healthcare environment

CGI has a unique position as a trusted advisor across the federal, state and commercial health spectrum. Our solutions support more than 310 million citizens, including 45 million Medicare beneficiaries, one million providers and suppliers, 200,800 licensed healthcare professionals, 250 healthcare facilities and 35 U.S. health insurance carriers. We are also one of Canada's largest integrators and providers of health informatics and shared services.

A flexible, health-first, approach

IT and operations should enable health programs, not limit them. CGI collaborates with clients to meet their objectives in ways that are as low-risk and user-centric as possible. We provide flexibility and choice with contracting terms and delivery models that balance client needs for cost, risk, value and time-to-market through the best mix of local and global sourcing.

Quality processes that drive quality outcomes

CGI's disciplined service management, project management and governance processes are proven against the most demanding requirements and deliver repeatable project success. Our operations are 100 percent ISO 9001 certified.

Proven track record

We deliver what we promise and measure our performance by your satisfaction. CGI's track record of 95 percent on-time, on-budget delivery is well above industry norms. Our average client satisfaction scores were 9.1/10 from more than 2,400 client interviews in fiscal year 2011. We also meet or exceed Service Level Agreements more than 98 percent of the time.

Full-service

capabilities and focused expertise

CGI helps health organizations reduce operating costs, advance the quality of care and promote health through full-service capabilities and focused expertise in:

- Chronic disease management
- Diagnostic imaging solutions
- Enrollment and eligibility programs
- Health 2.0 and mobile technology
- Health information exchange
- Health insurance exchange
- Health portals
- Health Enterprise Content Management
- HITECH and EHR incentive programs
- Improper payment and recovery audit services
- Medicaid Management Information Systems
- Medical coding services (ICD-9 & 10)
- Quality reporting and management
- Health information security

Across all disciplines and domains, we help clients achieve quick wins and long-term results through our end-to-end application management, integration, outsourcing and consulting services, including:

- Operation, maintenance and ongoing improvement of critical applications
- Full management of IT infrastructure, including green data centers, private and public cloud computing and virtualization
- Management, implementation and improvement of patient-centric and back-office processes
- Application integration and modernization, including core system redesign or replacement to reduce expenses and speed time to market, allowing clients to focus resources on new IT initiatives.

CGI's in-demand technologies for health organizations include:

- Mobile application development to meet consumer and user needs
- Cloud services, including certified infrastructure, to increase efficiency, agility, security and innovation
- Business intelligence and data analytics to promote faster and more accurate decisions
- Enterprise and cyber security to protect sensitive data from ever-growing threats
- Service Oriented Architecture (SOA) for adaptability at the speed of change.



winner

Health 2.0 Challenge

Consumer Apps to Visualize Health Care Quality Measures

Health 2.0 challenged developers to create a web and/or mobile application allowing users to easily compare quality rankings for healthcare facilities. They were to use at least one Medicare-provided dataset. Entries were rated on ease of understanding, usability, visual engagement and usefulness. CGI's cloud-created web- and mobile-based *Healthcare Quality Compare* demonstration app won the 2010 challenge.



Federal

supporting efforts
to bring insurance
coverage to

34 million
additional Americans

The Centers for Medicare & Medicaid (CMS) selected CGI to build the nationwide health insurance exchange, Federal Exchange (FX), in line with the Affordable Care Act provision to create competitive health insurance marketplaces for States to help bring insurance coverage to 34 million additional Americans.

CGI provides in-depth healthcare and technical expertise to facilitate transformational change for the federal government's management and delivery of health information:

- **Health portals**—Connecting plan and provider data to the federal government and citizens to provide transparency, access, support and insurance rate oversight, while driving down costs
- **Health information exchange**—Developing robust, open source solutions that support secure, standards-based health information exchange and “meaningful use” of health IT
- **Health insurance exchange**—Developing the federally facilitated health insurance marketplace to help consumers make informed decisions
- **Improper payments and recovery audit services**—Helping Medicare recover hundreds of millions of dollars in improper payments as the Medicare Recovery Audit Contractor (RAC) for Region B covering seven Midwestern states
- **Provider-based services**—Helping both the Medicare provider community and large-scale, commercial plans design, code, implement and support national enrollment, enumeration, financial management, case management and identity and access management systems
- **Public health surveillance**—Linking office, clinic and hospital-based medical data sources to provide continuous, centralized analysis and reporting
- **Certified cloud infrastructure**—Providing secure, on-demand compute and web hosting resources that meet federal security requirements for the vast majority of federal IT systems.

Supporting 45 million Medicare beneficiaries

Over the past decade, CGI has partnered with CMS to modernize, manage and maintain three public websites providing information to help more than 45 million beneficiaries compare health and drug plans.

Developing the Health Insurance Oversight System (HIOS)

In just 6 weeks, CGI built cloud-based systems that help 3,000 organizations submit health insurance offering information to the federal government, enabling Healthcare.gov to provide newly required insurance information from all 50 states.

Building the CONNECT Nationwide Health Information Exchange Gateway

CGI is partnering with the Federal Health Architecture (FHA) and strategic partners to build and develop the government's most widely adopted open source gateway for exchanging health information.

State

Our focused health IT offerings for state and local governments include:

- **Health insurance exchange (HIX) and eligibility**—Helping states launch competitive insurance marketplace portals through CGI's *Health Insurance Exchange360™* solution
- **Medicaid Management Information Systems (MMIS) modernization**—Providing a MITA-compliant COTS solution for system replacement, as well as administrative, quality and technical services
- **Medicaid eligibility**—Providing a MITA-compliant COTS solution for Medicaid and other eligibility programs, designed to meet the aggressive timelines in the Affordable Care Act
- **Medicaid EHR incentive payment programs**—Providing the people, processes and technology to administer EHR incentive payment programs through CGI's *Medicaid Incentive360®* solution
- **Medicaid enrollment broker**—Efficiently managing the entire enrollment business process, including call center support to assist consumers with enrollment and eligibility verification
- **Improper payments audit and recovery**—Recovering improper payments and accelerating Medicaid RAC start-ups through solutions such as CGI's *Customized Audit System (CAS)*, outreach and education, appeals support, data warehouses and transparency sites.

"Our goal is to identify what information consumers find useful when it comes to making health plan decisions and determining the best way to present that information to them. CGI is a valuable partner for this project as they bring a wealth of expertise from their health portal work for the federal government as well as their commercial retail practice."

Dr. Norman Thurston
Health Policy and Reform Initiatives Coordinator
Utah Department of Health

Assessing health insurance exchange alternatives

CGI evaluated whether IT components of the Massachusetts Health Connector met federal requirements and created a technology roadmap to guide further transformations. Our analysis for the Utah Health Exchange focused on improving the consumer experience.

Preventing and recovering improper Medicaid claims

CGI provides Medicaid claims auditing and recovery services for Colorado, Massachusetts, Ohio and Pennsylvania. CGI is conducting reviews of claims and records, identifying over and underpayments for recovery, and providing support for appeals activities.



helped states
disburse more than
\$400 million
in EHR incentive
payments

With CGI's *Medicaid Incentive360*, Texas was one of the first states to disburse EHR incentive payments and has paid out more than twice the amount of any other state. Using CGI's solution, Texas and Ohio combined have disbursed more than \$400 million in incentive payments through April 20, 2012.



support more than
1 million
providers and
suppliers in the
industry

"With the help of CGI's healthcare knowledge and experience, our implementation of the Sovera solution gave us a giant step forward in bridging the gap between our old paper-based health records management system and our ultimate goal—a completely electronic health record."

Mark Farrow
Vice President & CIO
Hamilton Health Sciences

Commercial

CGI offers a comprehensive suite of services and solutions designed to improve all facets of healthcare provider and health plan operations:

Healthcare providers

- **Accountable Care Organization (ACO) solutions**—Providing IT solutions and infrastructure to enable quality healthcare and information exchange
- **Chronic disease management**—Delivering solutions that support faster diagnoses and more effective treatment
- **Diagnostic imaging**—Providing for secure storage, retrieval and viewing of diagnostic images across multiple hospital sites
- **Enterprise Content Management (ECM)**—Enabling patient and non-patient data (such as text, images, DICOM, photos, audio and video) to be aggregated, managed and shared across the enterprise. CGI's *Sovera*® suite of ECM solutions automates content workflow and business processes to save time and resources and improve patient care, the revenue cycle and physician satisfaction. Built on the industry-leading IBM P8 ECM platform, our solutions integrate seamlessly with clinical, revenue cycle management and ERP systems to manage unstructured and structured content across the healthcare enterprise spectrum, including:
 - Patient access and registration
 - Health information management
 - Patient financial services
 - Accounts payable
 - Human resources
 - Physician credentialing
 - Occupational health
 - Peer review
 - Quality control
- **Medical coding services**—Improving the performance and accuracy of the coding process and clinical data management while reducing costs. CGI's experienced AHIMA-certified coders, clinicians and HIM professionals deliver timely, high-quality coding and auditing services, 24/7/365, that can accelerate cash flow and enhance profitability.

Developing an innovative diabetes registry

Better management of diabetes care is a top clinical priority for eHealth Ontario. CGI is developing a first-of-its-kind system and portal to provide province-wide chronic disease management that will result in faster diagnoses and more effective treatment.

Keeping Orlando Health on top of coding demands

CGI's quality medical coding services help Orlando Health mitigate the risks of fluctuating demand. CGI's quality assurance coding process and AHIMA-credentialed staff have achieved 98 percent coding accuracy, coding times of less than 24 hours, and cost savings.

Improving efficiency at St. Vincent Health

With CGI, St. Vincent Health, Indianapolis, Indiana, migrated to an integrated, open ECM architecture. CGI's *Sovera* solutions enabled St. Vincent to adapt easily to health reform; improve access, tracking, auditing and productivity; and reduce receivables, costs and denials.



Health plans

- **5010/ICD-10 compliance**—Designing and implementing system and business process changes to help health plans meet tight compliance deadlines and avoid costly delays in reimbursements
- **Health plan application management**—Providing domain and technical expertise for software development, maintenance and testing
- **Business intelligence and analytics**—Enabling health plans to analyze and design programs around consumer product selection, sales, segmentation, clinical and consumer service, and retention
- **Claims auditing and fraud investigation**—Recovering lost payments due to improper claims through software, such as CGI's *Customized Audit System (CAS)*, and consulting. We also help detect, remedy and prevent fraud through software and a special investigative unit of experienced law enforcement professionals.
- **Claims processing**—Managing and enhancing claims administration
- **Health insurance exchange**—Providing expert guidance to facilitate HIX participation
- **Health portals**—Developing and maintaining high-profile sites and portals for large health plans
- **Medicare prescription drug plan management**—Performing health plan member billing, payment reconciliation, enrollment processing and IT hosting services.

"The need to control IT costs and enhance IT operations led Tufts Health Plan to CGI. We selected CGI to help us transition to a more predictable cost model while improving our applications infrastructure to keep pace with the rapidly evolving healthcare industry."

Tricia Trebino
Senior Vice President, Operations and Chief Information Officer
Tufts Health Plan

recover more than
\$1 billion
in improper payments
for medical and
pharmacy claims

CGI has helped audit and recover medical and pharmacy claims for 20 years. As a result, our clients have recovered more than \$1 billion in inappropriately paid claims.

Transforming a global health plan customer support portal

CGI transitioned more than 120 mission-critical applications, 9,000 users and 500 employees across six time zones for a top 5 global health plan, quickly stabilizing the systems and recovering more than \$5 million in lost work time per year.

Recovering improper claims for HealthNow

By implementing CGI's *Customized Audit System (CAS)*, HealthNow New York has increased recoveries from inappropriately reimbursed in-patient, outpatient and professional claims—achieving up to a 16-to-1 ROI and recovering \$44.4 million in claims overpayments in five years.

Representative clients

Governments

Ministries of Health in Alberta, British Columbia, New Brunswick, Quebec and Saskatchewan

eHealth Ontario

Health Canada

States of California, Colorado, Hawaii, Indiana, Massachusetts, Minnesota, Montana, Nevada, New York, Ohio, Pennsylvania and Utah

U.S. Centers for Disease Control and Prevention

U.S. Centers for Medicare & Medicaid Services

U.S. Department of Health and Human Services

U.S. Food and Drug Administration

Providers and systems

Baptist Health South Florida

Carilion Clinic

Covenant Health

DaVita

Hamilton Health Sciences

Memorial Hermann Healthcare System

Orlando Health

Plexxus

St. Michael's Hospital

St. Vincent Health

Sunnybrook Health Sciences Centre

UNC Health Care System

Université de Montréal's Hospital Center

University Health Network

Plans and payers

Aetna

BCBS Mississippi

BCBS Oklahoma

Excellus BCBS

Harvard Pilgrim Health Care

HealthNow NY

Highmark BCBS

Highmark BCBS West Virginia

Independence Blue Cross

Medavie Blue Cross

Tufts Health Plan

CGI at a glance

Founded in 1976, CGI is the sixth largest independent information technology and business process services firm in the world. CGI and its affiliated companies have approximately 72,000 professionals in more than 40 countries. With offices and global delivery centers in the Americas, Europe and Asia Pacific, CGI offers local partnerships and a balanced blend of delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

Our comprehensive portfolio of services includes high-end business and IT consulting, systems integration, application development and maintenance, and infrastructure management, as well as more than 100 proprietary solutions. CGI defines success by exceeding expectations and helping clients achieve superior performance.



_experience the commitment™

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