

CGI Health Insurance Exchange360®

Providing a cost-effective and sustainable health insurance marketplace for consumers and small businesses to meet ACA and state requirements.

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 34 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 is aligned with ACA requirements and compliant with Medicaid Information Technology Architecture (MITA). It enables states to manage eligibility and enrollment, seamlessly exchange data with commercial insurers and government agencies, and respond to regulatory and financial changes.

Key features include:

- **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
 - Enrollment and purchasing
 - Health plan management
 - Customer Service Center
 - Program management
 - Financial management, including premium billing/tax credit
 - Member management administration and reporting
 - Education and outreach
 - Infrastructure and hosting
- **Standards-based data exchange** through the Federal Data Services Hub to the Internal Revenue Service, Department of Homeland Security and Social Security Administration. Interfaces also include gateways to state systems as needed.



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

CLIENT EXPERIENCE

- **For state governments**—CGI is performing implementation work for state-based exchanges in California, Colorado, Hawaii, Massachusetts, Kentucky and Vermont that will be accessible to 58+ million citizens.
- **For the federal government**—CGI is developing the Federally Facilitated Marketplace (FFM) to be used by 30+ states not building their own exchanges.

WHY CGI?

- **Expertise.** Creating this new model for states requires expertise expertise in state health programs, commercial insurance, e-commerce over the cloud, and financial management 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 support states in the business process and programmatic changes required for such transformations.
- **Collaborative approach.** 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 US 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. Implementing technology solutions alone are not sufficient for success. Building robust and sustainable programs requires addressing business and policy issues in parallel with technology.

ABOUT CGI

With more than 69,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors.

Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects.

Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.

As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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

For more information about CGI, visit www.cgi.com/health or email us at HealthIT@cgi.com.