



_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
 - Eligibility and case management
 - 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 wellbeing 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 serve 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 enterprise system modernization.** CGI offers a MITA-compliant COTS solution for states looking to replace their Medicaid Management Information Systems (MMIS)
- **Medicaid eligibility.** CGI's MITA-compliant COTS solution for Medicaid and other eligibility programs is designed to meet the ACA's aggressive timelines
- **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
- **Child support enforcement.** CGI supports the implementation and conversion of child support automation projects
- **Eligibility and case management.** Using a managed services approach, CGI helps agencies serve more citizens, more accurately track cases and reduce costs. In addition, CGI's Mobile Worker Suite increases caseworker accessibility, efficiency and responsiveness.

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

- Member of team delivering advanced MMIS and enhanced fiscal intermediary administrative services for California
- Front-end development for Massachusetts MMIS and IV&V for Nevada MMIS
- HIPAA-compliant solution for Colorado's Medicaid system
- Medicaid eligibility work for Ohio and Virginia
- Medicaid EHR incentive payment programs for Ohio and Texas
- Health insurance exchange implementation work for California and Colorado and evaluation work for Massachusetts and Utah
- Improper payment recovery audit programs for Colorado, Massachusetts, Ohio, Pennsylvania and Washington
- Medicare Recovery Audit Contractor for Region B (7 Midwest states)
- Health IT consulting and/or system development for Hawaii, Indiana, Montana and New York
- 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

- CGI has partnered for more than a decade with the Centers for Medicare & Medicaid Services to enhance IT systems and infrastructure supporting 45 million Medicare beneficiaries
- CGI developed and manages HHS.gov and the Health Insurance Oversight System (HIOS), cloud-based systems helping 3,000 organizations submit health insurance offering information and enabling Healthcare.gov to provide required insurance information from all 50 states to the public
- For HUD's multi-family housing programs, CGI reviews, certifies and pays \$2.4 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
- C\$10.4B in annualized revenue
- 72,000 professionals in 40 countries worldwide
- The world's sixth largest independent IT and business process services company

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

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.

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