



CGI

Experience the commitment®

CGI Health

Innovative solutions. Smarter decisions. Better outcomes.



CGI health solutions and services support:

200,000+
healthcare
professionals
to improve efficiency

\$30+ billion
in EHR
incentive
payments
through provider
registration

6 billion
records
for health systems

195 million
people
covered by
healthcare payers

55+ million
Medicare
beneficiaries
through portals for
provider, plan and
personal health data

75 million
prescription
dispenses
through
pharmaceutical
applications

Nearly
\$6.9 billion
in “open
payments”
financial transparency
reporting

1,000+
health
facilities
including 230+
hospitals and
departments of health

200,000
military
personnel
around the world
through an integrated
health records system

Government agencies, healthcare providers and payers are challenged to respond quickly and effectively to new mandates. More than ever, they seek to leverage technology and best practices to improve service quality and patient engagement, while protecting privacy and minimizing costs.

With more than 25 years of health IT experience, CGI helps our clients achieve safer, more cost-effective and personalized care through the intelligent use of technology.



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.

Deep healthcare expertise

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 dedicated 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. We actively participate in associations such as AHIMA, COACH, HIMSS and HFMA to continually advance our knowledge. We also use the Institute for Healthcare Improvement's Triple Aim as a guidepost for considering how our solutions can improve the patient experience, reduce the cost of care delivery, and improve the health of populations.

Global, cross-sector perspective on health

In the U.S., CGI has a unique position as a trusted advisor across the federal, state and commercial health spectrum. In Canada, CGI is one of the largest integrators and providers of health informatics and shared services. We are also the leading healthcare IT provider in Finland and Sweden, and the number two provider in Denmark. In the UK, we have a strong heritage as a health IT innovator.

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

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 score for the past 10 years has measured consistently higher than 9 out of 10.

Full-service capabilities and focused expertise

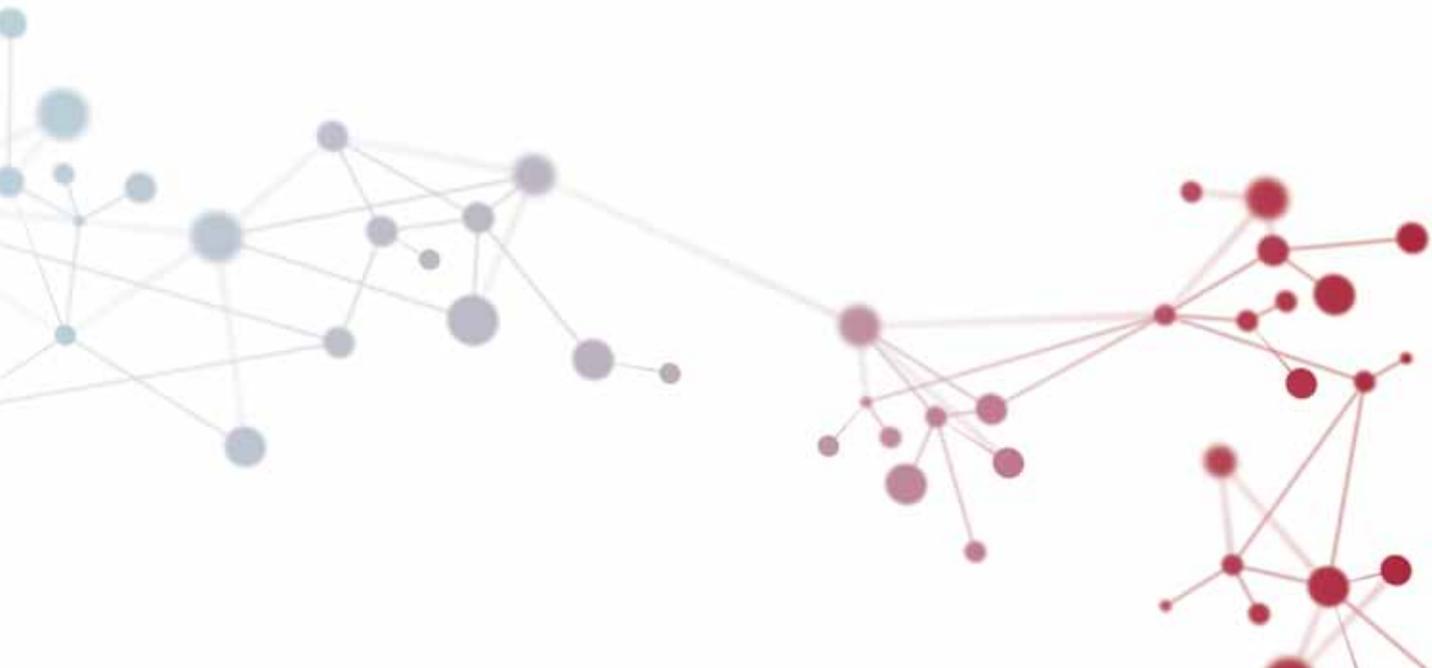
CGI helps health organizations reduce operating costs, advance the quality of care and promote health through full-service capabilities and focused expertise for providers, payers, pharma and life sciences organizations.

Across all disciplines and domains, we help clients achieve quick wins and long-term results through:

- 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, speed time to market and allow clients to focus resources on new IT initiatives

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

- Applying next-generation analytics to provide insights for a safer, optimized and more personalized healthcare experience
- Improving privacy and security postures to protect the data, assets and networks of healthcare enterprises
- Enabling digital transformation to extend the enterprise to mobile devices and bring the digital retail experience to healthcare
- Providing certified, secure cloud services, and our hybrid IT management suite (CGI Unify360) to help health organizations move to the cloud with confidence





CGI health capabilities at a glance

Health solutions and services

Patient-centric care management

Diagnostic image exchange

Military health

Population health

Managed technology + equipment services

Electronic medical records

Enterprise content management

Translational research

Health information exchanges

Health analytics

In-demand technology

Business intelligence

Cybersecurity

Mobility

Cloud

ERP and shared services

Transformational outsourcing

Application management

Infrastructure services

Business process services

Systems integration

Consulting

“We successfully completed an innovative prescriptive analytics project, the first of its kind in healthcare in Canada, to identify the best possible options in terms of quality of care, access to care and cost of care. The CGI Enterprise Optimizer for Healthcare is a powerful decision support tool to model and measure the impacts of a given decision or action on all processes in the hospital or organization.”

Dr. Lawrence Rosenberg, M.D., Ph.D.
President & CEO, Integrated Health & Social Services
University Network for West-Central Montreal

Government

CGI provides in-depth healthcare and technical expertise to facilitate transformational change for government health agencies and programs. Our focused expertise and offerings include:

- **Diagnostic image exchange**—Providing vendor neutral archiving solutions, using a variety of technology partners, to create shared systems that transform digital image access and workflow
- **Electronic medical records**—Delivering flexible platforms for improving data collection and clinical decision support to improve patient care and safety
- **Health analytics**—Delivering business intelligence, data analytics and predictive modeling solutions for government at all levels
- **Health information exchange**—Developing robust, open source solutions that support secure, standards-based health information exchange and “meaningful use” of health IT
- **Health portals**—Connecting payer and provider data to government and citizens to provide transparency, access, support and insurance rate oversight, while driving down costs
- **Claims fraud, waste and abuse**—Using advanced analytics and auditing techniques to recover more than \$2.1 billion in inappropriately paid medical and pharmacy claims for government and commercial payers
- **Military health**—Helping defense agencies and military services implement innovative systems for electronic patient records, patient administration and business intelligence
- **Patient-centered care management**—Bringing together data and systems for home health monitoring, care planning, and workforce and ambulance dispatch with CGI CommunityCare360 to advance health beyond hospital walls
- **Public health surveillance**—Linking office, clinic and hospital-based medical data sources to provide continuous, centralized analysis and reporting

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Propelling health interoperability for better care

CGI partners with the Federal Health Architecture (FHA) and strategic partners to develop the U.S. government’s most widely adopted open source gateway for the secure exchange of health information. Known as CONNECT, this transport gateway enables a patient’s health record to follow his or her journey throughout the healthcare system. CONNECT supports specifications including those used by the eHealth Exchange and Direct and implements the key Exchange and CAQH CORE X12 specifications used by the fast growing CMS esMD program. CGI’s CONNECT services and solutions include, system integration and application management, CGI EHR Gateway™ and Dashboard, and the CGI Health Cloud.

Revolutionizing emergency care with real-time data

Helsinki City Rescue Department partnered with the Hospital District of Helsinki and CGI to implement a real-time emergency medical care management system. Using CGI’s Merlot Medi application, which was developed with input from medical professionals, the system enables rapid data sharing between hospitals and emergency personnel at the scene of an accident. Among the many benefits realized include: better preparation for incoming patients, real-time consultations, higher quality documentation and reduced manual work.

“With CGI as our ongoing partner, Connect for Health Colorado achieves significant savings while improving access to affordable health care. Along with the other improvements offered by CGI, a more efficient and effective call center will reduce wait times and improve customer service for Coloradans who need help with enrollment or have questions about health plans.”

Kevin Patterson
CEO, Connect for Health Colorado



Supporting Medicare, Medicaid and other U.S. health programs

For nearly 20 years, CGI has delivered information technology and business process outsourcing solutions to federal health clients, including the Department of Health and Human Services (HHS), the Department of Veterans Affairs and the Defense Health Agency. As an example, we partnered with the HHS' **Centers for Medicare & Medicaid Services** (CMS) on key transformational programs to support the advancement of their mission goals. This includes development, innovation and support of:

- Medicare.gov, which provides anytime, any device access for 55+ million beneficiaries to connect to plan, provider and personal health data
- MyMedicare.gov, which provides “Blue Button” capability for 26+ million registered users to download and manage personal Medicare data for a better continuum of care
- PECOS, Medicare’s provider and supplier enrollment system (with over 3 million enrollees), which safeguards the Medicare trust fund and expenditures and provides controls to maintain data integrity
- Medicare and Medicaid EHR incentive program registration and attestation system. More than \$30 billion in incentive payments for EHR adoption have been generated for eligible providers to date.
- High-profile initiatives for Medicare Advantage and Part D programs, including the modernized MARx system which transacts over a trillion dollars of Medicare payments
- Open payments system, which provides transparency in reporting financial transactions made by pharmaceutical, biologic and medical device manufacturers to physicians and teaching hospitals. As of June 2015, 11.4 million records have been reported for nearly \$6.9 billion in payments.
- Improper payment recovery of \$1.8 billion as the Medicare Recovery Audit Contractor for Region B covering seven Midwestern states

For state **health and human services agencies**, CGI collaborates with our clients to achieve their transformation, compliance and service delivery goals. We bring a unique and valuable combination of business understanding, systems integration skills, governance and project management expertise that complements the evolution to incremental modernization and modular implementation models. Our focused expertise and solutions include:

- Providing the Enterprise Project Management Office for large health integration projects, helping agencies evolve from the traditional waterfall approach to one that will support an incremental implementation approach
- Enabling an incremental, modular approach for implementing commercial-off-the-shelf applications to modernize Medicaid enterprise, integrated eligibility, and other health and human services systems
- Applying the master data management and business analytics tools and techniques needed to support citizen-centric programs
- Providing flexible electronic medical record platforms for improving patient care
- Advancing care beyond hospital walls with CGI CommunityCare360
- Managing and supporting Medicaid and human services programs



Healthcare providers

CGI healthcare provider solutions and services have served more than 230 hospitals and health systems and span the healthcare enterprise. Our focused expertise and offerings include:

Clinical care

- **Patient-centric care management**, bringing together data and systems for home health monitoring, care planning, and workforce and ambulance dispatch with CGI CommunityCare360 to advance health beyond hospital walls
- **Electronic medical records** solutions that provide flexible platforms for improving data collection and clinical decision support for better patient care and safety, including CGI's e-CareLogic Integrated Clinical Electronic Records system providing clinicians and patients with a single portal to patient activity and treatment data from existing hospital systems
- **Diagnostic image exchange** solutions that include standards-based shared systems that transform image access and workflow
- **Managed equipment + technology services**, combining IT outsourcing with medical equipment outsourcing services to deliver a one-stop solution
- **Enterprise content management**, including CGI Sovera ECM which aggregates structured and unstructured content and automates workflow throughout the health enterprise to enable information exchange and sharing; and a partnership with Hyland to provide OnBase, a full-featured document management suite that can scale to all areas of the organization

Health analytics

- **Patient Safety Service**, a continuous automated information system that analyzes all electronic patient records daily and produces a database of detected triggers indicating the possibility of an adverse event, based on IHI's Global Trigger Tool
- **Genomics as a Service**, delivering insights to clinicians at every stage of care, assessment, diagnosis, treatment, interventions and outcomes
- **Healthcare Enterprise Optimization**, an innovative modeling and analytics solution that enables data-driven insights to help providers increase efficiency and improve quality and access to care
- **Internet of Health Things (IoHT)**, a comprehensive catalog of workflows and IoHT applications and decision support solutions to assist health enterprises in achieving situational awareness and intelligence, using ThoughtWire's Ambient machine intelligence platform.

CGI also offers ERP and shared services solutions for financial management, procurement, supply chain and human resources management.

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Integrated imaging workflow increases patient satisfaction

CGI helped Greater Toronto Area West Diagnostic Imaging Repository (GTA West DIR) implement an integrated workflow that enables the sharing of medical images among Ontario's hospitals. The project has resulted in fewer repeat imaging procedures, a smoother referrals process, reduced waiting times and greater patient satisfaction.

Supporting integrated care across whole health economies

Isle of Wight NHS Trust is unique for being the only integrated acute, community, mental health and ambulance health care provider in England. They needed a solution that could deliver a single clinical view and help meet their paperless agenda while working with disparate legacy systems. With the help of CGI, clinical information is now in one place, with electronic documents viewable in real time. Productivity has increased, management targets are being met and patients have improved confidence in the service.

“CGI has helped us improve our business applications and increase our capacity to deliver quality solutions. CGI’s blended delivery model helps Tufts Health Plan optimize resources and project budgets.”

**Joe Imbimbo, Vice President, Chief Technology Officer
Tufts Health Plan**

Healthcare payers

CGI helps payers realize greater efficiencies and improve product offerings, as well as increase patient engagement and connections with providers. Our focused expertise and offerings include:

- **Payer administrative system modernization**, including core administration services for enrollment, premium billing, member services, claims, provider relations, printing and fulfillment
- **Claims recovery and fraud prevention** solutions, including CGI ProperPay, which have helped payers recover more than \$2.1 billion in lost payments due to improper claims. Our proven anti-fraud solutions also help payers detect, remedy and prevent claims fraud.
- **Predictive modeling and analytics**, including our Healthcare Enterprise Optimization, an innovative modeling and analytics solution that enables data-driven insights to help payers manage resources and increase efficiency
- **Patient-centric care management**, bringing together data and systems for home health monitoring, care planning, and workforce and ambulance dispatch with CGI CommunityCare360 to advance health beyond hospital walls
- **Payment reimbursement** solutions that help payers implement effective prospective payment processes to manage inpatient, outpatient and professional reimbursements.

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Maximizing IT performance while reducing costs for Tufts Health Plan

With help from CGI, the Tufts Health Plan Information Systems team delivered business value through business and technical projects while achieving CMMI Level III certification, demonstrating a commitment to quality processes. CGI is able to provide strong local client support while reducing overall costs by blending a high-touch local presence with high quality delivery of application development and support services at a lower cost from remote global delivery centers.

Representative experience

Governments

States of California, Colorado, Hawaii, Illinois, Indiana, Kentucky, Minnesota, Montana, Nevada, New Mexico, New York, Ohio, Pennsylvania, Texas, Utah and Virginia

US Centers for Disease Control and Prevention

US Centers for Medicare & Medicaid Services

US Defense Health Agency

US Department of Health and Human Services

US Food and Drug Administration

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

Health Canada

Region South Denmark

Region North Denmark

University College London Hospital

UK Defence Medical Services

NHS Isle of Wight

Healthcare providers and health payers

Aetna

Baptist Health South Florida

Blue Cross Blue Shield Plans

Carilion Clinic

Covenant Health

Hamilton Health Sciences

Harvard Pilgrim Health Care

HealthNow NY

Helsinki University Hospital

Memorial Hermann Healthcare System

Odense University Hospital

Orlando Health

Plexxus

St. Michael's Hospital

St. Vincent Health (IN)

St. Vincent's Health (AL)

Sunnybrook Health Sciences Centre

Tufts Health Plan

UNC Health Care System

University Health Network

University Health System

Vhi Healthcare



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Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

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