



CGI

Experience the commitment®

CGI Health

Innovative solutions. Smarter decisions. Better outcomes.



CGI health solutions and services support:

**1 million
providers**

and suppliers
registration through
Medicare.gov
directories

\$15 billion

in EHR incentive
payments through
provider registration

**5.4 billion
patient
records**

for health systems

**200+ critical
applications**

for Canadian
provincial ministries

50+ million

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

**Millions of
European
citizens**

in several countries
through secure
EMRs

**200,000+
healthcare
professionals**

to improve efficiency

**1,000+
health
facilities**

including 250+
hospitals and
departments of health

**200,000
military
personnel**

around the world
through an integrated
health records system

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 to improve service quality and patient engagement, while protecting privacy and minimizing costs.

With over 25 years of health IT experience, CGI delivers innovative solutions to help our clients make smarter decisions for better outcomes.



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

Partnering with public and private health organizations for more than 25 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 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, HIMSS and HFMA to continually advance our knowledge.

Global, cross-sector perspective on health

In the US, CGI has a unique position as a trusted advisor across the federal, state and commercial health spectrum. Our solutions support more than 50 million Medicare beneficiaries, one million providers and suppliers, 200,800 licensed healthcare professionals, 1,000 healthcare facilities and leading health insurance carriers. In Canada, CGI is one of the largest integrators and providers of health informatics and shared services. In Finland and Sweden, we are the number one healthcare IT provider. In Denmark, we are the number two provider. We also serve the world's leading pharma and life sciences firms.

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

- Healthcare administration
- Healthcare analytics
- Healthcare services
- Health information management
- Life sciences services
- Population health management

Across all disciplines and domains, we help clients achieve quick wins and long-term results through our end-to-end application development, management, integration 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, speed time to market and allow clients to focus resources on new IT initiatives.

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

- Business intelligence and predictive analytics to promote faster and more accurate decisions
- Enterprise and cyber security to protect sensitive data from ever-growing threats
- Mobile application development to meet consumer and user needs
- Secure cloud services, including Federal Risk Authorization and Management Program (FedRAMPSM) Joint Authorization Board (JAB) authority to operate
- Service Oriented Architecture (SOA) for adaptability at the speed of change.



Federal

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

- **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 expand access and coverage for citizens
- **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
- **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. For federal, state and commercial payers, CGI has helped audit and recover more than \$1 billion in inappropriately paid medical and pharmacy claims.
- **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
- **Secure infrastructure meeting FedRAMP security requirements**—Providing secure, on-demand compute and web hosting resources that meet stringent federal security requirements.

CGI Federal's Health and Compliance Programs Business Unit received the Level 5 rating for CMMI Development—the highest possible level.

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Propelling health information exchanges for better care

CGI partners with the Federal Health Architecture (FHA) and strategic partners to develop the 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 to support better clinical decisions and faster benefit determinations. CGI's innovative Mobile CONNECT platform provides secure access to patient data from multiple networks.



“The re-launch of Medicare.gov is the first in a series of planned upgrades to CMS’ public-facing websites that will improve the user experience and ensure important information is accessible through mobile devices. This work aligns CMS with global trends toward mobility and ensuring our customers can find what they are looking for no matter where they are or what device they choose to use.”

Jon Booth, Director, Web & New Media Group, CMS

Improving information access for 50 million Medicare beneficiaries

Over the past decade, CGI has partnered with CMS to modernize, manage and maintain three public websites, including Medicare.gov, providing information to help more than 50 million beneficiaries compare health and drug plans. Medicare.gov is ranked by ComScore’s “Best of the Web” as the third best government website overall. CGI and CMS have worked together to transform Medicare.gov to make the content more accessible and easier to understand through mobile-friendly design and a customer-centric approach.

"We are partnering with CGI to build a sustainable solution that minimizes long-term operational costs and offers the flexibility to grow and change over time to meet the needs of Colorado. CGI's strong delivery track record as well as their expertise in this unique exchange market makes them a valued partner for Colorado."

Patty Fontneau, Executive Director and CEO, Colorado Health Benefit Exchange

State and local

Health and human services agencies are tasked with providing services to the nation's most vulnerable citizens. As a long-standing partner to these organizations, CGI collaborates to create pragmatic, accessible solutions that achieve transformation, compliance and service delivery goals. Our focused health IT offerings for state and local governments include:

- **Health insurance exchange**—Helping states launch competitive insurance marketplace portals through CGI's Health Insurance Exchange360® solution
- **Medicaid enterprise transformation**—Providing a MITA-compliant COTS solution for system replacement, as well as administrative, quality and technical services
- **Integrated 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 these 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



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Disbursing \$900 million to promote Medicaid EHR adoption

With CGI's Medicaid Incentive360 solution, the states of Minnesota, Nevada, Ohio, Virginia and Texas have disbursed EHR incentive payments of \$900 million and counting, as the providers adopt, implement, upgrade or demonstrate meaningful use of certified EHR technology.

Building state-based health insurance marketplaces

CGI is performing implementation work for state-based health insurance marketplaces in California, Colorado, Hawaii, Kentucky, Massachusetts, New Mexico and Vermont. We bring expertise and best practices in state health programs, commercial insurance, e-commerce over the cloud and financial management to support the diverse functions of the exchanges.



"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

Business and clinical analytics

- **CGI HEROadvisor™** models health system assets and resources to help executives make business decisions that optimize how resources are used, maximizing revenue and margin.
- **Patient Care and Insights** offering leverages structured and unstructured information, paired with predictive and similarity analytics, to support better care planning, care transitions and clinical decision making.

Enterprise content management

- **CGI Sovera®** aggregates structured and unstructured content and automates workflow throughout the health enterprise to enable information exchange and sharing. Solutions include: Health Information Management, Accounts Payable, Human Resources, Physician Credentialing and Patient Financial Services.
- **CGI Sovera Enterprise Patient Multimedia Manager (EPMM®)**. Operating within the specific clinical workflow of 40+ specialties such as dermatology, ophthalmology and gastroenterology, Sovera EPMM securely collects media from silos throughout the healthcare enterprise, including from mobile devices such as smartphones and tablets. Sovera EPMM makes clinical media easily and securely accessible to authorized personnel, through seamless integration with Sovera HIM and the hospital's EMR.
- **CGI Sovera Smart Capture**. Our intelligent forms recognition and indexing solution dramatically reduces labor costs and improves productivity so electronic patient records are available sooner; improving the quality of patient care and accelerating cash flow.

Medical coding services

- CGI's low-cost, high quality, fast turnaround ICD9 and ICD10 medical coding services are available through an onshore, offshore or hybrid delivery model, spanning Inpatient, Outpatient Surgery, Ancillary, Emergency Department, and Professional and Physician Office coding.

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.

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.

"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, Information Systems
IS Technology Operations, Tufts Health Plan**

Health payers

- **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
- **CGI HEROadvisor™**—Modeling health plan assets and resources to help executives make business decisions that optimize how resources are used, maximizing revenue and margin.
- **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.

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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.

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, Massachusetts, Minnesota, Montana, Nevada, New Mexico, New York, Ohio, Pennsylvania, Utah and Vermont

US Centers for Disease Control and Prevention

US Centers for Medicare & Medicaid Services

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

Helsinki University Hospital

Odense University Hospital/
Danish Region South

University College London
Hospital

UK Defence Medical Services

Commercial healthcare providers and health payers

Aetna

Baptist Health South Florida

Blue Cross Blue Shield

Carilion Clinic

Covenant Health

DaVita

Hamilton Health Sciences

Harvard Pilgrim Health Care

HealthNow NY

Memorial Hermann
Healthcare System

Orlando Health

Plexxus

St. Michael's Hospital

St. Vincent Health

Sunnybrook Health
Sciences Centre

Tufts Health Plan

UNC Health Care System

University Health Network

Vhi Healthcare



11325 Random Hills Road
Fairfax, VA 22030
Tel: +1 703-267-8000
cgi.com/health

cgi.com

Founded in 1976, CGI is the world's fifth largest independent information technology and business process services firm. CGI has more than 69,000 professionals in 400 offices and centers of excellence in the Americas, Europe and Asia Pacific. Our comprehensive portfolio of services includes business and IT consulting, systems integration, application development and maintenance, and infrastructure management, as well as more than 100 IP-based solutions. CGI defines success by exceeding expectations and helping clients achieve superior performance.
