



experience the commitment



NPI services

Company profile

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them.

A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.

Implementing solutions that achieve compliance

Although the deadline for adopting HIPAA's National Provider Identifier (NPI) is still some time away, many healthcare payers are planning ahead by making strategic decisions and efficient investments to comply with the new NPI mandates. Healthcare payers can and should begin to evaluate their provider data, processes and systems now, and develop a conversion strategy that is efficient and cost effective. If done properly, disruption to daily operations can be kept to a minimum when conversion does occur.

CGI is uniquely qualified to help. We assisted the Centers for Medicare & Medicaid Services (CMS) in developing the National Plan and Provider Enumeration System (NPPES) and, over the years, have served as a leading provider to healthcare organizations on a full range of HIPAA preparedness and compliance projects. Few firms have the healthcare, technology and regulatory expertise and experience to address the full range of NPI issues and opportunities.

About our services

CGI offers a full range of support to help you comply with NPI regulations, from assessment and planning services to implementation of the resulting strategy and solutions. We use a phased approach that involves all stakeholders, aligning an organization's structure, processes and technologies, and prioritizing investments to properly allocate resources. Our four-phased approach includes:

1. Assessment
2. Data cleansing
3. Solution selection
4. Execution

Assessment phase

In the first phase of the project, we assess the health plan's readiness for compliance, review strategic implementation options and recommend a solution. During this process, we identify all systems that will be affected by NPI, define the effects to each system and outline the solutions for compliance.

Since the identified NPI solution varies greatly from health plan to health plan—based upon individual system complexities, future plans and resources—CGI offers several options for developing the implementation strategy. These options include:

Competitive strengths

- **Data mapping**—establish a centralized table of unique provider identifiers and formulate a crosswalk between the table and the existing systems required to make use of the data
- **Data replacement**—abolish the existing provider identifier within the existing systems and replace that identifier with the NPI
- **System enhancement**—integrate the NPI into the existing systems, leaving the existing key structures intact
- **System replacement**—scuttle the existing system and implement a suitable replacement
- **Hybrid solution**—adopt some combination of the above strategies

For each option, CGI identifies the advantages and disadvantages of each, and maps recommendations to the goals, requirements and needs of the organization.

Data cleansing phase

The second phase involves an initial cleansing of provider data, restoring data integrity and ensuring that data is stored and maintained in a uniform manner. This is a necessary process since many health plans maintain multiple systems with different provider identifiers within each system, or have multiple identifiers in the same system due to such issues as multiple office sites. A cleansed system includes a single, unique identification number that is HIPAA compliant, and refers to a single provider regardless of the administrative system used.

Solution selection phase

In this project phase, CGI provides detailed information and recommendations to allow the health plan to select the best possible NPI implementation solution. We develop a complete project plan for NPI assimilation that details the tasks, labor and time estimates, along with any perceived issues, risks and estimated costs for each solution identified during the assessment phase.

Execution phase

During the final phase of the project, CGI implements the solution that will integrate the NPI into the health plan's operating environment, thus ensuring compliance with HIPAA regulations. We work with all functions of the health plan to ensure a seamless implementation process. Our approach includes ongoing communication and participation from all levels of the health plan to ensure minimal interruption to current operations.

A trusted advisor

CGI couples extensive healthcare expertise and experience with a full range of solutions to help clients address their business and technology challenges. Our healthcare clients have included a wide range of healthcare organizations, from the Centers for Medicare & Medicaid Services to numerous Blue Cross Blue Shield plans, managed care organizations, commercial health insurance companies and government health-care payers.

We understand healthcare industry trends and best practices, and are a leader in developing innovative business and technology solutions that help healthcare payers remain competitive in a rapidly changing regulatory and market environment. In all we do, we are a trusted advisor, providing cost-effective and sound solutions to help healthcare organizations achieve:

- Greater efficiency and effectiveness
- Reduced costs and risk
- Enhanced customer service and satisfaction
- Improved decision making and planning

Business solutions through information technology®



ISO 9001 Certified

For more information: www.cgi.com