

Healthcare Payer Solutions

With the passage of healthcare reform, commercial and public payers are seeking opportunities to remain competitive and viable. Business leaders are taking an even sharper look at how they can tighten operational processes and control administrative expenses. Today, as they have done for more than 20 years, payers turn to CGI for our services and solutions to help them survive and thrive in the current market. The team of experts at CGI is knowledgeable, effective and successful in the projects they undertake and can address each aspect of your business. We focus on the following five Business Services solutions:

Clinical Audit & Recovery Services – We have audited medical and pharmacy claims for more than 45 million healthcare beneficiaries, allowing our clients to recover more than one billion dollars in inappropriately-paid claims. In 2009, CGI was named the Recovery Audit Contractor (RAC) for CMS Region B. Our staff of certified coders, health information professionals, physicians and pharmacists has experience in providing the following services:

- Retrospective provider claims auditing for improper payments
- Inpatient, outpatient, professional and allied health services
- CMS compliance
- DRG Validation

Fraud Consulting & Software – Helping to guard against improper payments, our Special Investigative Unit (SIU) team brings federal and local healthcare fraud convictions experience, law enforcement backgrounds and civil/administrative recoveries expertise to our projects. CGI provides full compliance for state-mandated, anti-fraud regulations, as well as:

- Investigations
- Fraud Awareness Training
- Clinical audits (professional and institutional)
- CAS fraud, waste and abuse technology solutions for medical and pharmacy claims



A PARTNER OF CHOICE

CGI is a leader in providing innovative business and technology solutions to the healthcare payer industry. Our clear vision and ability to deliver results has made CGI the partner of choice for many BlueCross BlueShield plans, commercial health insurance companies, government healthcare payers and Prescription Benefit Managers (PBMs). Solutions designed for healthcare payers include:

- CAS software for comprehensive claims auditing and fraud and abuse detection pre-and post-payment
- Clinical and compliance auditing
- Prescription benefit claims auditing and analysis services
- Reimbursement consulting and pricing solutions
- Fraud investigation services including special investigative unit outsourcing and co-sourcing
- Complete IT services

Pharmacy Audit & Analysis – We offer consulting services and integrated and stand-alone software solutions that target those pharmacy claims with the highest probability of error. Services include:

- Pharmacy claims analysis
- Retail and PBM reviews

Financial Consulting – We offer comprehensive payment methodology consulting and proprietary software to manage inpatient, outpatient and professional reimbursements. Services include:

- Evaluation and development of provider reimbursement systems, including DRGs, APCs and APGs
- Benchmarking and modeling
- Billing and payment policy development
- Provider contracting
- Inpatient and outpatient claims pricing

Information Technology Services – CGI offers a complete portfolio of services that align payer's business and IT strategies, allowing clients to become more efficient and productive, while improving quality of care. These services include:

- Application development, transformation and maintenance
- IT solutions for claims adjudication systems
- Web development and hosting
- Enterprise Content Management and document management services

CUSTOMIZED AUDIT SYSTEM (CAS)

CAS identifies fraud, waste and abuse within medical and pharmacy claims on a pre-pay and post-pay basis. This Windows-based, web-enabled system is designed to analyze 100 percent of your claims to identify inappropriate payments using parameter-driven rules. You decide what edit system you would like to include, and CGI customizes the system to your specific reimbursement methodologies. CAS is licensed and utilized internally by CGI for outsourced claims auditing and fraud investigations work.

The Business Intelligence Module (BIM) allows auditors/investigators to analyze relationships and highlight exceptions to large volumes of data, while creating individual views for analysis and charts and graphs to display the results. Data can be exported into a wide variety of formats, including Excel, for additional analysis. This module allows our clients to mine, not only the raw claims data that has been imported for editing, but also the audit outcomes to identify new or emerging opportunities.

ABOUT CGI

Founded in 1976, CGI Group Inc. is the sixth largest independent information technology and business process services firm in the world. With approximately 69,000 professionals located in offices and global delivery centers in the Americas, Europe and Asia Pacific, CGI offers a comprehensive portfolio of services, including high-end business and IT consulting, systems integration, application development and maintenance, infrastructure management as well as more than 100 proprietary solutions.

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