



Business and IT solutions for Medicaid transformation and healthcare reform

The U.S. health industry is undergoing monumental transformation. States must address rapidly changing dynamics driven by federal mandates as well as their own goals and budget challenges. It is estimated that the Patient Protection and Affordable Care Act (ACA) will increase the number of citizens eligible for subsidized health insurance by 16-20 million beginning in 2014. Many states are turning to IT to create more flexible operations platforms and exert control over the cost curve.

Industry-wide experience, vision and capabilities

Serving the health industry for 20+ years, CGI's expertise spans the entire public and private sector healthcare spectrum. We have delivered on-time, on-budget solutions to federal, state and local agencies and more than 500 hospitals, health systems, clinics, health information exchange organizations and commercial health plans.

Today, we are at the ground level of reform and transformation. This unique perspective allows us to share best practices across the country. We focus on short-term needs while keeping long-term goals in mind, adapting our solutions and guidance as the landscape evolves. We collaborate with states to meet their objectives in ways that are as low-risk and citizen-centric as possible. We firmly believe that IT and operations should support program development and implementation, not limit it. Our focused offerings include:

- **Health insurance exchange and eligibility.** Driven by the ACA, the national Health Insurance Exchange initiative seeks to create competitive online marketplaces where individuals and small business can compare and enroll in health plans. CGI's Health Insurance Exchange360™ is a suite of services and technologies for launching state portals and managing eligibility and enrollment. The solution seamlessly exchanges data with commercial insurers and government agencies and also leverages CGI's consumer online shopping expertise. We are working with states such as *Massachusetts* and *Utah* to evaluate their exchange alternatives.
- **Improper payments audit and recovery.** CGI has been a leader in healthcare claims auditing and recovery for 20 years, helping government and commercial payers recover more than one billion dollars in improper payments. We are performing these services for *Pennsylvania* and *Massachusetts* Medicaid and are working with states like *Ohio* to accelerate their Medicaid Recovery Audit

Focused offerings

- Health Insurance Exchange and Eligibility
- Improper Payments Audit and Recovery
- Medicaid EHR Incentive Payment Programs
- MMIS Modernization
- Medicaid Enrollment Broker

Representative experience

- States of California, Colorado, Hawaii, Massachusetts, Montana, New York, Ohio, Pennsylvania and Utah
- U.S. Department of Health and Human Services
- Centers for Medicare & Medicaid Services
- Food & Drug Administration
- Military Health System
- Veterans Benefits Administration
- Veterans Health Administration
- CareSpark Regional Health Information Organization

Contractor (RAC) start-up programs. We have also served as the Medicare RAC for Region B covering seven Midwest states since 2008.

- **Medicaid EHR incentive payment programs.** CGI's Medicaid Incentive360™ solution provides the people, processes and technology needed by state agencies, including those in *Ohio* and *Texas*, to administer their programs. We also built the provider registration and meaningful use attestation components of this program for the Centers for Medicare and Medicaid Services (CMS).
- **Medicaid Management Information Systems (MMIS) modernization.** CGI offers a MITA-compliant COTS solution for states looking to replace their MMIS systems. We can manage systems implementation and provide administrative, quality and technical services. CGI provided the front-end for the Massachusetts MMIS and independent verification and validation for Nevada's, and is part of the team chosen to deliver an advanced MMIS and enhanced fiscal intermediary administrative services for California.
- **Medicaid eligibility.** CGI's MITA-compliant COTS solution for Medicaid and other eligibility programs is designed to meet the ACA's aggressive timelines.
- **Medicaid enrollment broker services.** Many states partner with third-parties to provide a link between beneficiaries and the managed care delivery system to control costs while promoting better citizen health. CGI can help clients efficiently manage the entire plan enrollment business process with customer-focused call center solutions, flexible technical and operational connections among related programs, and population-appropriate outreach and communications.

Additional public sector healthcare and insurance partnerships

- **Colorado:** Web portal for the State's Medicaid providers to submit HIPAA transactions to the federal government.
- **Hawaii:** Case management and pandemic preparedness IT consulting.
- **Montana:** Inpatient hospital claims audit services.
- **Indiana:** Medicaid cost containment consulting.
- **New York:** Enterprise-wide health commerce system.
- **Centers for Medicare and Medicaid Services (CMS):** CMS has partnered with CGI for more than a decade to enhance IT systems and infrastructure supporting 45 million beneficiaries.
- **National health insurance information website:** In just six weeks, CGI built and deployed cloud-based systems to support a major health reform initiative. These systems facilitate over 3,000 organizations in submitting information to the federal government about their health insurance offerings. The systems enable the federal government to provide required insurance reporting information to the public via a national consumer website where citizens can conduct real-time comparisons to make more informed decisions about their healthcare plans.
- **CONNECT Nationwide Health Information Exchange Gateway:** CGI is partnering with the Federal Health Architecture of HHS to build and develop CONNECT into a robust open source solution.

CGI at a glance

A global leader

- 35 years as a partner to government and industry
- \$4.5B in annualized revenue
- 31,000 professionals in 125 offices worldwide
- One of the world's largest independent IT and business process services companies

Full-service IT services

- Application management and modernization
- Infrastructure services
- Business process services
- Systems integration and consulting

CGI and healthcare

CGI's healthcare services and solutions impact 1,000+ healthcare organizations, one million providers and suppliers, 200,000+ hospital users, 45+ million beneficiaries and 6,000 health insurers. Our 1,000+ health practice professionals support every facet of IT.

Learn more at
www.cgi.com/healthcare.