




# The State of Ohio and CGI

A History of Success. A Foundation for Tomorrow.









For more than 20 years, CGI has worked side-by-side with the State of Ohio, bringing our best thinking and solutions to the table to help you achieve your priorities.

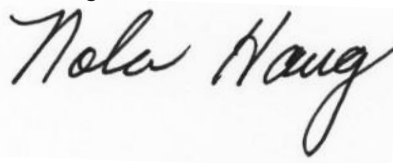
As the State of Ohio focuses on job creation, the economy, healthcare and government efficiency, it needs an IT services partner with a track record of solving public sector business problems and delivering results.

For more than two decades, CGI has brought our best thinking and solutions to the table for Ohio. Backed by the resources of a global company, our unique client proximity model gives you the local support and accountability you need from nearly 600 experienced CGI IT professionals who live and work in Ohio. In addition, our new Onshore Center of Excellence in Athens will add 150 jobs by 2016.

Our strong team, led by senior executives with deep Ohio government expertise, can help you address your priorities and improve constituent services with a full range of IT services and flexible delivery models. CGI's consulting, integration and managed IT and business process services can help the State increase operational efficiency and reduce costs.

Your CGI team is always nearby as your go-to partner for practical IT solutions. Think of us as a local systems integrator and managed services provider connected to the global resources of a 72,000 member company with 35 years of success. We commit to bringing our best to your table every day.

Best regards,



**Nola Haug**

Vice President and State of Ohio Executive  
CGI



Our client proximity model organizes our operations around your locations to give you access to highly-skilled local talent and a dedicated team that is accountable for project success.

### Commitment to Ohio

CGI has built our reputation for reliability, integrity and client satisfaction in Ohio through numerous on-time, on-budget engagements. Today, we have nearly 600 professionals working in the State, and we are expanding our presence to create even more jobs here—most notably with our Onshore Center of Excellence opening in Athens in January.

Our client proximity model organizes our operations around your locations to give you access to highly-skilled local talent and a dedicated team that is accountable for project success. With CGI, you can count on working with people who know the business of government.

Your success is our success, not only because we take pride in a job well done, but also because we like working and living here. We are deeply rooted in the community and actively support local organizations such as the American Heart Association of Ohio (national AHA partner), Ohio Food Bank, TechColumbus and the YWCA.

### Bringing our best to your table

As a result of our long-standing relationship, CGI has developed a deep understanding of the State's unique challenges, including the budget crisis, aging legacy systems and a retiring workforce. Armed with this insight and our systems integration and managed services capabilities, we are ideally positioned to help you tackle these challenges. CGI is ready to deploy flexible solutions such as benefits-funded programs that create significant value while limiting capital investment. Our ability to bring strategy and development expertise to large, complex projects makes us a valued, dependable resource.





# Ready to help you move forward with key priorities

## INCREASING REVENUES

Improving revenue collection is an effective way to help states solve their fiscal problems. CGI's Collections360® for Government combines managed services and business processes with CGI's state-of-the-art technology (powered by CACS®-G) to support all aspects of debt management operations. By providing a policy structure supported by technology that automatically assigns cases to the most cost-effective treatment stream, government is able to collect more, collect faster and do so at the lowest cost. In addition, a Collections360 solution can be acquired with no upfront capital investment.

## ADDRESSING HEALTHCARE

CGI has built vital connections between complex federal, state and commercial health IT and insurance programs for more than 20 years. We offer expert guidance to help states launch and manage programs, such as:

- **Health Insurance Exchanges**—States are looking to create online marketplaces where individuals and small businesses can purchase and enroll in various health plans. CGI's Health Insurance Exchange360® provides business and technology services to stand up these exchanges to meet federal requirements and the State's transformation goals.
- **Medicaid EHR Incentive Payments**—State Medicaid agencies are responsible for distributing incentive payments to eligible professionals and hospitals that are "meaningful users" of Electronic Health Records (EHR). Ohio is part of CGI's multi-state collaborative Medicaid Incentive360® platform which provides economies of scale, knowledge sharing and the latest technology to rapidly stand up this program at a predictable cost.

- **Improper Payment Recovery**—Identifying unnecessary and inappropriate medical payments is a proven way to control expenditures, and a core competency of CGI. We have helped clients find, recover and prevent more than \$1 billion in such improper payments. CGI serves as the Ohio Medicaid Recovery Audit Contractor (RAC) and the Medicare RAC for Region B. We also provide services for 22 healthcare payers nationally from our Cleveland office.
- **Eligibility and Medicaid Management Information Systems (MMIS) Modernization**—CGI evaluates current eligibility solutions and provides options for evolving to new, federally-mandated platforms. We also bring MITA-compliant technology solutions to states choosing to move to COTS and Service Oriented Architecture-based MMIS solutions. We are part of the team chosen to deliver enhanced fiscal intermediary administrative services and an advanced MMIS for California's Department of Health Care Services.
- **Medicaid Enrollment Broker Services**—Many states partner with third-party firms to provide a link between Medicaid beneficiaries and the managed care delivery system to control costs while promoting better citizen health. CGI has built a solid reputation for helping clients efficiently manage the entire enrollment business process, including call center support to assist consumers with provider selection and enrollment processing as well as eligibility verification.

## CONSOLIDATING IT

As the State looks to consolidate IT to reduce costs, improve performance and transform service delivery, CGI offers thought leadership on a number of approaches. This includes the practice of multisourcing services integration which is being evaluated by a number of states. This approach encompasses multiple providers for services, hardware, software and networks, and requires a rigorous governance model to ensure success. CGI can help the State plan, evaluate and implement an integrated approach to IT consolidation that achieves its intended goals.

# Results you can count on

CGI has consistently delivered on-time, on-budget solutions to help our Ohio clients improve operational efficiency, reduce costs and enhance service delivery to citizens. Highlights include:

## STATE GOVERNMENT

- **Ohio Bureau of Workers' Compensation (BWC)**—In 2012, BWC selected CGI to replace its legacy systems with an integrated technology solution for claims, policy management and billing. BWC actively manages approximately 1.2 million open claims, funded by assets totaling approximately \$26 billion. With an aging application portfolio, disparate systems and limited automation, BWC has contracted CGI to deliver modern, integrated technology with enterprise-wide functionality, including user self-service, collaboration and notification tools, and reporting to better support its constituents. Employers in Ohio will benefit from access to accurate and real-time data in addition to more efficient claims and billing processing.
- **Ohio Department of Job and Family Services (ODJFS)**—For more than 15 years, CGI and ODJFS have worked together to make a difference for Ohioans. Our managed services support Ohio's public eligibility determination system, the child care eligibility and payment system and the child welfare system. We were also selected by ODJFS to stand up Ohio's Medicaid EHR incentive payment program and provide Ohio Medicaid RAC services.
- **Ohio Department of Public Safety**—In 2000, CGI developed the statewide, county-administered Automated Title Processing System (ATPS) used by the Bureau of Motor Vehicles and 154 County Clerks of Court offices in 88 counties. CGI was selected to modernize ATPS to leverage .NET technology, create a statewide database, integrate other systems to maximize efficiency and increase security, transparency and accountability.
- **Ohio Department of Taxation**—CGI is part of the technology modernization team for the State Taxation Accounting and Revenue System, STARS, which is replacing 27 legacy systems with an inte-

grated solution. The effort will help raise revenue while improving customer service and operational efficiency. CGI is leading the design, interface, data conversion, electronic document management, system implementation and end-user training.

## Ohio Administrative Knowledge System

(OAKS)—CGI led programs to improve data quality and analysis as part of the OAKS team that replaced outdated and disparate administrative systems with a single, shared ERP system for the State.

## FEDERAL GOVERNMENT

- **Centers for Medicare & Medicaid Services (CMS)**—Since 2008, CGI has been the Medicare Recovery Audit Contractor (RAC) for CMS Region B which includes Ohio, Illinois, Indiana, Kentucky, Michigan, Minnesota and Wisconsin.
- **Department of Housing and Urban Development (HUD)**—CGI and local partners, such as the Columbus Metropolitan Housing Authority, have provided contract administration for HUD's multi-family portfolios in Ohio, California, Florida and Washington, D.C.

## LOCAL GOVERNMENT CLIENTS

- **Human Services Agencies**—This includes programs under the Workforce Investment Act for the City of Cleveland/Cuyahoga County and Lake and Geauga Counties. Our document management solutions help reduce costs and improve staff productivity for Cuyahoga, Lorain, Muskingum and Summit Counties and the Cuyahoga Metropolitan Housing Authority.
- **Courts and Justice Agencies**—CGI is implementing an integrated case management system including e-filing for the Summit County Clerk of Courts, Prosecutor's Office, Domestic Relations Court and Sheriff's Office and the Akron Police Department.
- **City of Cleveland**—Our CGI Advantage™ solution provides the City with effective fiscal management and reporting, improved business processes and reduced operating costs.





## FLEXIBLE, FULL-SERVICE CAPABILITIES

CGI is a managed services provider that performs with the positive attributes of a systems integrator: flexibility, objectivity and business knowledge. With our 7,500 member government practice and global capabilities, CGI is always ready to meet your changing needs efficiently and effectively. Our delivery models and contracting terms also provide flexibility and choice in an ever-changing environment. This includes our unique onshore delivery model which provides affordable, high-quality remote IT delivery capabilities from smaller U.S. communities, such as Athens.

Our full-service capabilities include:

- **High-end business and IT consulting**—a wide array of services including business and IT strategy, enterprise architecture, process redesign, change management and performance management
- **Infrastructure services**—expertise to optimize IT and data centers through consolidation, virtualization, cloud computing, smart/green facilities and telecom expense management
- **Application development and management**—design, development, implementation and day-to-day maintenance and improvement of client business applications
- **Systems integration**—system architecture, development and implementation of business and technology solutions
- **Business process services**—management of back-office business processes to streamline operations
- **IP-based solutions**—deep portfolio of 100+ mission critical solutions that reduce costs and create competitive advantage for our clients.

## CGI at a glance

- **We deliver what we promise.** Our track record of 95% on-time, on-budget delivery is well above industry norms and is rooted in CGI's quality and management processes.
- **We measure performance by your satisfaction.** CGI has received client satisfaction scores of 9.1/10 from more than 2,400 signed client assessments in 2011.
- **We follow a disciplined approach.** Our service management and governance processes have been proven against the most demanding requirements and we meet or exceed our Service Level Agreements over 98% of the time.
- **We create trusted partnerships.** As a top 10 IT and business process services provider, CGI has worked with 100+ federal agencies and 300+ state and local governments in 46 U.S. states. More than 180 CIOs trust us to manage their IT infrastructure.



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#### CGI AT A GLANCE

Founded in 1976, CGI is the sixth largest independent information technology and business process services firm in the world. CGI and its affiliated companies have approximately 72,000 professionals in more than 40 countries. With offices and global delivery centers in the Americas, Europe and Asia Pacific, CGI offers local partnerships and a balanced blend of delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

Our comprehensive portfolio of services includes high-end 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.

*\_experience the commitment™*

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