Payer Enterprise Optimization Services

For health insurers to be more efficient and control administrative costs, it’s important to simplify upstream complexity to make the downstream processes easier. Furthermore, members increasingly demand a responsive, personalized experience when engaging with services. And they expect added value to their healthcare journeys, every step of the way.

ENHANCED CLAIMS PROCESSING AND AUTO-ADJUDICATION WITH INTELLIGENT AUTOMATION

Claims processing represents one of the highest administrative costs in the US healthcare payer industry. The claims environment for every insurer relies on the accuracy and speed of processes to meet its obligation to members. CGI’s claims processing and auto-adjudication services are fueled by intelligent automation and helps clients optimize claims processing by harnessing technology more effectively to make impactful changes to auto adjudication rates.

CGI’s approach to claims processing focuses on your workforce, your processes and the best mix of automation technology. Our Robotic Process Automation (RPA) experts bring deep knowledge of leading vendor technologies (such as BluePrism, UiPath, Pega, Automation Anywhere, Kapow and Work Fusion, among others), along with our own RPA technology, part of CGI’s proprietary Intelligent Automation Platform.

Furthermore, CGI has a rich history and deep experience in supporting industry standard medical claims solutions and applications, such as PowerMHS, in addition to home grown claim applications. CGI is supporting a medical claim engine with over 10 million active members and processing approximately 500,000 claims every day with ~87% auto adjudication rate. CGI helps modernize your claims processing environment to process claims with sufficient speed and accuracy so you can reduce or eliminate duplication errors for an accelerated ROI.

WHY CGI?

We partner with healthcare payers to transform operations and meet rapidly changing demands—from improving performance, efficiency and products, to increasing member engagement and connections with providers. CGI’s business optimization services help payers produce efficient and reliable healthcare coverage and insurance services to hundreds of millions of people. We apply practices to increase the velocity of change leveraging tools and technology advance payers and their highly integrated healthcare ecosystems.
DEEP EXPERTISE, INNOVATIVE SOLUTIONS: IMPROVING BUSINESS PROCESSES ACROSS THE HEALTHCARE VALUE CHAIN

As partners to both public and private health organizations, CGI healthcare experts build and manage, and optimize business and IT solutions for our clients’ most complex and mission-critical operations. Our deep knowledge of platforms, needs and challenges of both payers and providers uniquely positions us to help clients prepare for the challenges ahead and achieve real transformation by addressing business and policy issues in parallel with technology for better engagement, process and results.

ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating across the globe, CGI delivers end-to-end capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions, helping clients achieve their goals, including becoming customer-centric digital enterprises.

For more information about CGI, visit cgi.com, or email us at info@cgi.com.

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CRM IMPLEMENTATION AND MODERNIZATION

Payer organizations face many challenges in the way they engage with customers. Disparate marketing and sales processes and siloed IT infrastructures only exacerbate issues. To meet these challenges, insurers must shift from a product, or service-centric mindset to a customer-focused organization and integrate various communication channels in order to provide a consistent customer experience.

CGI’s customer relationship management (CRM) solutions help companies create a 360-degree view of their customer base and quickly adapt to their customers’ changing requirements in order to achieve successful, customized relationships throughout the customer lifecycle.

To help you implement or improve your customer relationship management systems, CGI has a team of hundreds of specialists around the world, certified to work with various CRM platforms. CGI’s local presence, supported by its global capabilities, ensures a high level of local reactivity and accountability, and offers all the advantages of a worldwide team of experts. We are certified partners with leading CRM solutions vendors, such as Microsoft, Oracle, Salesforce.com and SAP.

COMBATTING FRAUD, WASTE & ABUSE WITH CGI’S PROPERPAY

CGI has been combating fraud in the healthcare market for more than 25 years. CGI ProperPay is a data-driven solution that predicts, identifies, manages and recovers medical and pharmacy claims that have been improperly paid. It is enabling payers to prevent fraudulent activity with more reliable and repeatable results, review claims with the highest error rates, and, most importantly, preserve funds to focus on patient health.

With our partner, Microsoft, CGI offers ProperPay in the secure Azure cloud to manage highly sensitive personal health data. We also use the Cortana Intelligence Suite to bring the power of advanced analytics to detect inappropriate patterns and trends to more efficiently protect program integrity.

CGI’s ProperPay solution and services for reducing claims fraud, waste and abuse (FWA) have helped Medicare, Medicaid and commercial payers recover more than $3 billion in lost payments due to improper claims. We also offer anti-fraud and social media monitoring solutions to help detect, remedy and prevent claims fraud, pre- and post-payment.

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