Payer enterprise optimization services

CGI

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.

Benefits

- Make better, faster decisions based on more accurate and up-to-date information, including meaningful, business-specific summaries
- Digitalize and automate processes for accessing business critical data sources, drive efficiencies and reduce IT burdens through CGI hosting and maintenance services
- Add new services faster and more easily to meet changing business needs and stay current with products, vendors, regulations, software, etc.
- Access a robust and continually growing inventory of services that can be configured to support your unique processes, policies and requirements and implemented in any order
- Minimize operational risks through the delivery of services from CGI's secure data centers and the encryption of shared data

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.

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, waster & 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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CGI ProperPay is a trademark or registered trademark of CGI Inc. or its related companies.

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

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information
Visit cgi.com
Email us at info@cgi.com