CMS Websites

The CMS websites consist of three interrelated portals—Medicare.gov, MyMedicare.gov and CMS.gov—that serve the growing millions of beneficiaries of Medicare and Medicaid. With CGI's help, CMS has achieved greater than 450% increase in MyMedicare account registrations this year during Open Enrollment compared to last period.

CMS CPI API Gateway

The API Gateway project improves data collection and sharing across CPI's systems and stakeholders by strengthening program integrity and responsible stewardship by reducing improper payments, fighting fraud, and integrating financial, performance, and risk management.

CMS HPMS

The Health Plan Management System is a Web-enabled data repository that helps to manage, monitor and track annual lifecycle activities for the submission, vetting and execution of Medicare Advantage Part C and Part D programs. The Bid Pricing Tool's (BPT) data unload processing was improved 30-fold, and automated image comparisons were implemented for testing data validations. CGI also conducted a CMMI Causal Analysis and Resolution (CAR) which reduced post-production defects by 49% across HPMS.

CMS MAPD

The Medicare Advantage Prescription Drug program functions as the information and functionality foundation for Medicare Advantage Part C and Part D, and acts as the official enrollment platform between plan providers and CMS. CGI supported O&M optimization efforts to decrease staffing requirements by 63% while achieving all SLAs.

CMS MAS

The Medicare Appeals System provides workflow management, document management and business intelligence capabilities to those responsible for filing and adjudicating all Medicare claims under Level 1, 2 and 3 appeals. CGI reduced performance tickets by 66% over a 6-month period by proactively monitoring and improving MAS performance, as well as deployed 12 releases over a 30-month period with zero configuration management issues.

CMS Open Payments

The Open Payments system provides agnostic, accurate and timely information about payments or other transfers of value that occur between Medicare plan providers and pharmaceutical, biologic and medical device manufacturers. With CGI's help, CMS published 12 million payment records, transfers of value, or instances of ownership/investment interest—totaling $8.2 billion in 2017. This represents a 166.7% increase in the total number of records published, and a 100% increase in the total value of payments over just a 4-year period, thereby significantly increasing transparency and accountability.

CMS PECOS

Medicare's Provider Enrollment, Chain and Ownership System is a front-end, mission-critical enrollment application that serves as the national database of record for every Medicare provider in the U.S. Through automation of a self-service function, CGI reduced the number of manual NSC Global Load Requests from 210 (over the last 2 years) to fewer than five. Since its inception in 1998, CMS and CGI have grown PECOS from a paper-based system to processing over 2.6 million Medicare provider/supplier web-based enrollments. CGI is currently the lead PECOS 2.0 systems integrator for IT modernization efforts intended to redesign the current Medicare Enrollment System.

CMS PS&R STAR

The Provider Statistical and Reimbursement System and the System for Tracking Audit and Reimbursement act as the hub for all finalized Medicare Part A claims and the Medicare Cost Report, along with its review, audit and settlement processes. CGI helped incorporate design efficiencies and a web front end into PS&R to optimize the multi-terabyte system to generate 96% of system reports in less than a minute.

One mission. Shared commitment.

CGI is committed to supporting CMS's pledge of putting patients first by creating solutions that empower them to work with their doctors to make health care decisions that are best for them. Through our programs, software, people, and services, we will continue to partner with CMS to produce active health care consumers and promote patient-centered care while utilizing innovative technologies that help improve patient quality, accessibility, and affordability.

CGI and CMS

An Enduring Partnership

Two Decades of CMS Digital Evolution—and Beyond

The Centers for Medicare and Medicaid Services (CMS) administer the nation's largest health insurance plan providing healthcare to more than 140 million Americans through Medicare, Medicaid and the Children's Health Insurance Program (CHIP). These programs provide a vital healthcare lifeline for participants and account for one of the largest expenditures in the entire U.S. federal budget.

Over 70+ CMS systems and projects supported

Over the past two decades, CGI partnered with CMS supporting over 70 CMS systems and projects providing end-to-end IT services.

Our innovative approaches help solve today's most vexing healthcare challenges by providing robust, secure solutions that allow CMS beneficiaries and stakeholders more access to and control over information.

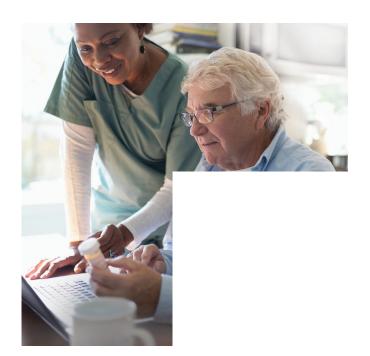We've successfully partnered with CMS to:

- Meet regulatory compliance
- Modernize systems
- Improve the user experience
- Enhance mission effectiveness

In addition, by implementing process efficiencies, advancing transparency and enacting controls to fight fraud, waste and abuse CGI endeavors to help CMS empower patients and provide a more personalized, valuable customer experience.

CGI

CGI

The early years

In the late 1990s CGI was awarded two mission-critical contracts. The first was for PECOS as it began its modernization journey from a paper-based Part A database to a web-based repository where all Medicare providers enroll. The second, CMS Websites, streamlined and centralized multiple, disparate databases to a much more modular, COTS–based program. We helped evolve these early programs—from numerous IT system enhancements to data centralization to business processes transformation and cloud migration. Our joint success with these programs led to a long standing partnership.

Aligning with CMS's mission, vision, goals and objectives

In these ever-changing, complex times, and a rapidly evolving healthcare landscape, maintaining the status quo is never enough. CMS's role in the advancement of national healthcare has evolved in response to legislative mandates, an aging population and a changing environment for healthcare payers. CGI understands this and aligns our core healthcare services to CMS's mission, vision, goals, and objectives; we remain an ideal partner for CMS as it strives to deliver quality healthcare to citizens at lower costs, operate with excellence, and develop advanced solutions that improve the experience of its stakeholders, beneficiaries, and users.

CGI is poised to partner with CMS in its adoption of technologies and practices like cloud migration, open source adoption, omni-channel development, DevOps and Agile, Machine Learning, Natural Language procession, data analytics, tailored experiences for beneficiaries and caregivers and much more.

Partnering to provide better healthcare

CGI has focused its CMS efforts around the following four tenets:

Program Integrity: CGI applies our expertise in application design to build systems that defer fraud and enable citizens to gain insight into financial transactions between providers and pharmaceutical, biologic and medical device manufacturers. Every year alone the Open Payments system processes nearly $16 billion in payments or other transfers of value and over 800,000 physician profiles.

Plan and Case Management Projects: CGI assists CMS in applying technology to enable better health outcomes, in one instance reducing the medical appeals process to 34 days … a decrease of more than 68 percent.

Digital Services: CGI helps facilitate delivery of health information and improve the citizen experience by providing mobile solutions to help beneficiaries answer the critical question: "What does my Medicare cover?"

Improper Payment, Recovery and Audit: On behalf of CMS, CGI has identified and recovered improper payments under the Medicare Program, generating over $4 billion in savings for CMS.

Choosing the right partner makes the difference

CGI brings to bear our healthcare body of knowledge from across the globe in both the public and private sectors; CGI serves clients across health delivery, payer, research, development and regulation. Our solutions and services support more than 1,000 health facilities and 3 million providers.

With experience across these health sectors around the world, CGI offers health and life science domain insights coupled with the depth of one of the world's largest IT Systems Integrators.

We tailor and apply this knowledge to provide CMS value through the right combination of technology, mission acumen, world-class professionals, and a results-oriented mindset. Together, CMS and CGI will continue achieving successful mission outcomes.

CMS-CGI key collaborations over the years
Major Legislation and Initiatives

CGI's Major CMS Projects Spanning 2+ Decades of Partnership

Major Legislation and Initiatives (timeline markers):
HIPAA (1996), Balanced Budget Act (1997), Section 508 (1998), 1-800 MEDICARE (1999), BIPA (2000), HCFA Becomes CMS (2001), FISMA (2002), MMA (2003-04), SS Protection Act (2004), HIPAA Compl. (2005), Medicare Part D (2006-07), MIPPA (2008), ARRA (2009-10), PPACA (2010), Cloud First (2011), SMART (2012), Sequestration (2013), DATA (2014), MACRA (2015), FITARA (2015), Reimagine Initiative (2017), Quality Measures (2017), Prop. ONC MU Stg 1&2 (2015-2017), MU Stg 3 (2018)

Project timelines:
- Provider Enrollment, Chain and Ownership System (PECOS)
- CMS Websites
- Provider Statistical and Reimbursement (PS&R) system / System for Tracking Audit and Reimbursement (STAR) application
- Medicare Appeals System (MAS)
- Health Plan Management System (HPMS)
- Medicare Part A and B Recovery Audit Contractor for Region B
- Medicare Advantage and Prescription Drug (MAPD)
- Health Insurance Oversight System (HIOS)
- NPPTP - Open Payments
- Center for Program Integrity (CPI) Application Programming Interface (API) Gateway
- Provider Enrollment, Chain, and Ownership System (PECOS) 2.0

Year: 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021