

A Legacy of Collaboration:

CMS and CGI transforming
healthcare together

For over two decades, CGI has fostered a collaborative partnership with the Centers for Medicare & Medicaid Services (CMS), providing end-to-end IT services for over 70 CMS systems and projects.

This enduring partnership goes beyond simple service provision – it's a shared mission to drive innovation and tackle the most critical healthcare challenges.



Through this collaboration, CGI and CMS have delivered:

Innovative Solutions

We develop robust, secure solutions that empower CMS beneficiaries and stakeholders with greater access to and control over their healthcare information.

Collaborative Problem-Solving

Together, we address today's most vexing healthcare issues by creating groundbreaking approaches.

Measurable Success

Our partnership has yielded a proven track record of success, including meeting regulatory requirements, modernizing systems, enhancing user experience, and improving mission effectiveness for CMS.

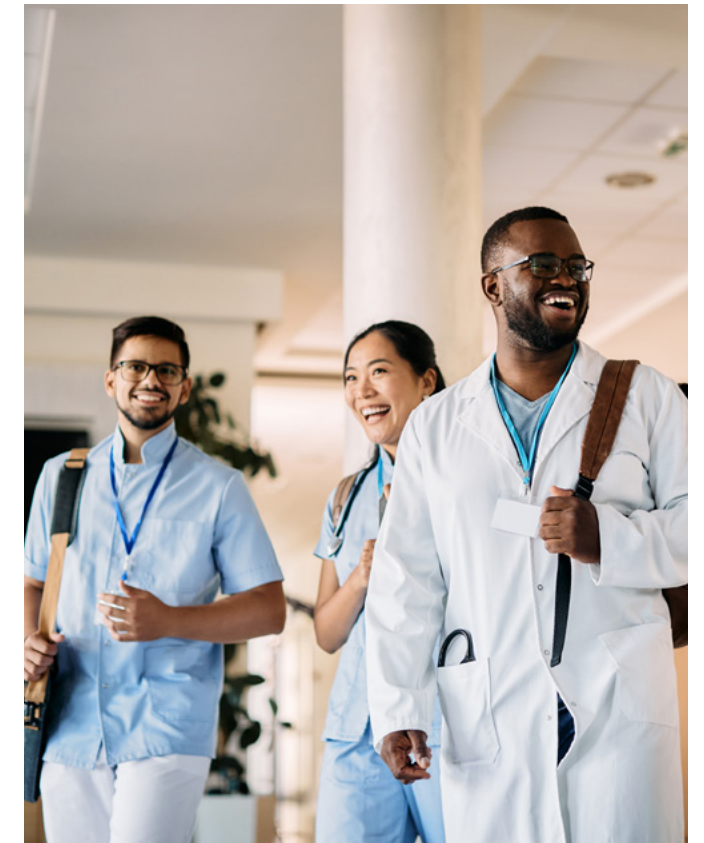


Delivering Results: How CGI impacts Federal healthcare programs

CGI delivers a comprehensive suite of federal health services designed to empower CMS in achieving its critical goals of advancing equity, expanding access, engaging partners, driving innovation, protecting programs and fostering excellence. Our deep understanding of the healthcare landscape and proven expertise in IT solutions position us as the ideal partner to navigate today's complex challenges.

Core Capabilities and Services

- 1 Program Integrity**
Leveraging data analytics to combat fraud, waste, and abuse, ensuring taxpayer dollars are used efficiently.
- 2 Data Interoperability and Analytics**
Unlocking the power of data, enabling better healthcare decision-making and improved program outcomes.
- 3 IT Modernization and Digital Services**
Modernizing legacy systems and developing user-friendly digital services, streamlining operations and enhancing the beneficiary experience.
- 4 Cloud Migration and Optimization**
Migrating CMS to the cloud to ensure scalability, security, and cost-effectiveness for critical healthcare programs.
- 5 Strategic Partnership**
Providing unparalleled domain expertise to help CMS navigate complex legislative and technical challenges, all in an effort to optimize operations and drive strategic decision making.



CGI's Federal Healthcare AI and Innovation Pod

We drive innovation through a collaborative space that brings CGI, our strategic partners (AWS, Google Cloud, Salesforce, Microsoft and ServiceNow) and clients together to brainstorm solutions can be co-created using emerging technology and state-of-the-art processes.

Key Outputs:

- Proof of Concepts
- Hackathons
- Expert Insights
- Interactive Demos

To learn more visit:

www.cgi.com/HealthInnovationCenter

Partners in Progress:

A snapshot of joint successes

Websites (1999-Present)

CMS websites, like Medicare.gov and CMS.gov, serve millions of Medicare and Medicaid beneficiaries, caretakers, and providers. They provide up-to-date information on health plans, facilitating enrollment during Open Enrollment. With CGI's support, CMS achieved a remarkable 52% increase in plan enrollments over 3 years, reaching over 1.1 million online enrollments.

[CMS.gov](#) and [Medicare.gov](#)

MAS (2003-Present)

The Medicare Appeals System (MAS) manages workflow and documents for Medicare claims appeals. Within six months, CGI achieved a 66% reduction in performance tickets with 34 releases deployed. This showcases MAS's robust capabilities in supporting Level 1, 2, and 3 appeals and demonstrates exceptional configuration management proficiency.

[Medicare Claims & Appeals](#)

HPMS (2004-Present)

The Health Plan Management System (HPMS) manages Medicare Advantage Part C and Part D programs. The Network Management module improved geocoding times by 88-98% and enhanced Automatic Criteria Check (ACC) processing. The Part D Improper Payment Measures module achieved a 50% success rate in prescription drug automation. HPMS includes a Plan Management Dashboard that presents key performance indicators for CMS and health plan executives.

[HPMS Program](#)

Open Payments (2013-Present)

With CGI's support, the Open Payments system enhances transparency and accountability by providing accurate and timely information on payments between Medicare plan providers and manufacturers. In 2017, CMS published 12 million payment records totaling \$8.2 billion, representing a 166.7% increase in the number of records and a 100% increase in payment value over 4 years.

[Open Payments Search](#)

PECOS Program (1999-Present)

CMS's PECOS program is a mission-critical enrollment application and the national database of record for Medicare providers. CGI has partnered with CMS for over 20 years to improve program integrity and analytics. The modernization of the current PECOS system will provide for an adaptive enterprise solution built on a scalable, modern technology platform, designed to address the evolving challenges in health-care. The enhancements envisioned for PECOS will deliver significant cost savings through streamlined workflows and processes, while also greatly strengthening CMS's ability to combat fraud, waste, and abuse.

[PECOS Portal](#)

PS&R STAR (2003-Present)

The Provider Statistical and Reimbursement System (PS&R) and the System for Tracking Audit and Reimbursement (STAR) are the hub for Medicare Part A claims and the Cost Report processes. CGI optimized PS&R with design efficiencies, a web front end, and cloud architecture. This enables the system to generate 86% of claim reports in less than 8 seconds, enhancing data interoperability and enabling efficient analytics.

[PS&R Program](#)

MARx (2009-Present)

The CMS MARx system manages 1000+ Medicare Advantage Part C and Prescription Drug Part D plans, processing enrollments and premiums for 56+ million beneficiaries and ensuring \$51+ billion per month in accurate payments. Recent advancements, such as migrating to AWS and implementing an event-driven architecture with REST APIs, have improved system performance, reduced costs, and facilitated seamless data sharing. For example, processing times were reduced by 75%, and infrastructure setup and code deployments are now automated. These cloud architecture innovations provide a platform for future enhancements.

[MARx Portal](#)

API Gateway (2019-Present)

The API Gateway, built using SAFe agile methodology, connects data sources, reducing the need for investigators to access multiple systems. This secure platform enhances data liberation, fosters collaboration, and improves system utilization. It enables provider systems to accept data directly, promoting program integrity and strengthening efforts to combat fraud, waste, and abuse.

[API Gateway](#)

Innovation Amplified: Partnering with CGI to advance mission success

CGI helps take federal healthcare initiatives to new heights. As a trusted partner, and through our unmatched blend of strategic partnership and robust systems integration capabilities, we bring cutting technology to the forefront and propel agencies into the future.

Artificial Intelligence

CGI has expertise harnessing AI solutions to address pressing challenges in federal healthcare.

Streamlining Eligibility and Enrollment Processes

Potential solution: AI-powered chatbots to handle initial inquiries and automate eligibility screenings for federal healthcare programs.

Optimizing Resource Allocation

Potential Solution: AI-based predictive analytics to forecast healthcare program needs and resource requirements.

Enhancing Data Security and Privacy

Potential Solution: AI-powered anomaly detection systems to identify and flag potential security breaches or privacy violations within healthcare data.

Leveraging AI in these ways could translate into several key benefits.

- Improved operational efficiency
- Enhanced decision-making
- Stronger data security

Automation

CGI understands how to harness the power of automation to revolutionize federal health initiatives and address challenges like interoperability and health data management.

Administrative Burden and Cost

Potential Solution: Automated repetitive tasks such as claims processing, appointment scheduling, and data entry.

Data Interoperability and Accessibility

Potential Solution: Automated systems that streamline data exchange between different healthcare systems (payers, providers, etc.).

Fraud, Waste, and Abuse

Potential Solution: Automated systems that analyze claims data to identify potential fraud, waste, and abuse within the healthcare system. This protects taxpayer dollars and ensures resources are directed towards legitimate needs.

By capitalizing on automation, various advantageous possibilities can be unlocked.

- Task automation/burden reduction
- Enhanced interoperability & coordination
- Automated fraud detection



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About CGI Federal

CGI Federal is a U.S.-based technology and professional services company with nearly 8,000 technology professionals.

Our technology and domain experts are based all around the U.S., on or near our clients. This proximity model enhances local economies while enabling us to collaborate closely with our clients to achieve mission outcomes. Our core expertise is executing the commercial outsourcing model to help federal organizations achieve efficiencies and eliminate fraud, waste, and duplication – both back-office, and program-oriented.

cgi.com/federalhealth

