

CGI ProperPay

Predicting and preventing fraud, waste and abuse for healthcare payers

Since 1990, healthcare payers of all sizes have identified and recovered billions of dollars with our fraud, waste and abuse solution, CGI ProperPay, coupled with expert services provided by our clinicians and analysts who understand this business. Our government and commercial clients have recovered \$2.8 billion of improperly paid medical and pharmacy claims.

Predict, prevent, protect and preserve

CGI ProperPay is configurable to an organization's specific business rules and reimbursement methodologies. Its predictive analytics, workflow management, rules management and global best practices are available in the secure Microsoft Azure Cloud for even greater elasticity and power and include:

- Advanced algorithms to **predict** hidden patterns and anomalies within the entire claims data universe to identify claims with high potential for recovery. This analysis allows staff to easily work on these claims through a series of edits. Microsoft's Cortana Intelligence Suite is used to harness machine learning, perceptual intelligence and the cloud for predictive healthcare. As models are exposed to new data, it is incorporated to produce even more reliable, repeatable results.
- Analytics to **prevent** fraudulent activity and keep patients safer, allowing staff to easily identify patterns and research claims as well as audit data through a series of views and dashboards.
- Security to **protect** health information. The Azure Cloud meets a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA¹, FedRAMP², SOC 1 and SOC 2. Its HIPAA Business Associate Agreement (BAA) stipulates adherence to HIPAA's security and privacy provisions.
- Technology to identify, stop and recover improper payments to **preserve** healthcare funds and revenue. Recovering a greater number of improper payments makes funds available to improve patient care. Business user-friendly features also free up valuable IT resources for other priorities.

CGI also provides expert audit services covering all provider types, focusing on payment issues with a high rate of error and yield a return on investment. Our specialized healthcare professionals bring over 25 years of experience in analyzing and auditing medical and pharmacy claims data. Our staff includes a variety of credentialed professionals such as medical doctors, registered nurses, licensed therapists, pharmacists, health information management administrators, fraud investigators, CPAs and IT experts with payer industry experience.

¹ The Health Insurance Portability and Accountability Act (HIPAA) is the US law that regulates patient Protected Health Information (PHI).

² Azure has been granted a Provisional Authority to Operate from the Federal Risk and Authorization Management Program (FedRAMP) Joint Authorization Board at a Moderate Impact level based upon the FIPS 199 classification.



A PARTNER OF CHOICE

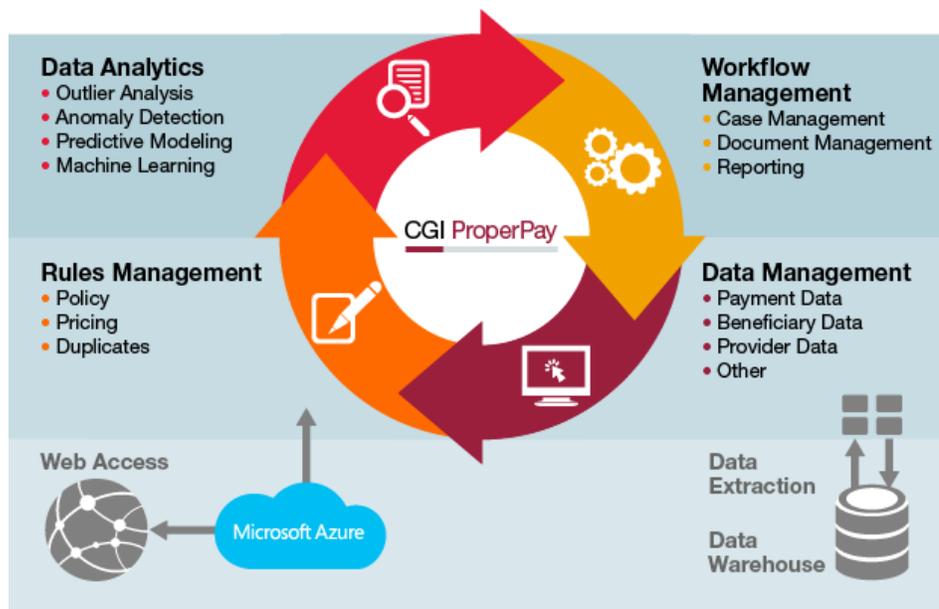
CGI is a leader in providing innovative business and technology solutions to the healthcare payer industry. Our clear vision and ability to deliver results have made CGI the partner of choice for many BlueCross BlueShield plans, commercial health insurance companies, government healthcare payers and Pharmacy Benefit Managers (PBMs). Solutions designed for healthcare payers include:

- CGI ProperPay for comprehensive claims auditing and fraud and abuse detection pre-and post-payment
- Clinical and compliance auditing
- Prescription benefit claims auditing and analysis services
- Reimbursement consulting and pricing solutions
- Fraud investigation services including special investigative unit
- Outsourcing and co-sourcing
- Complete IT services

View the CGI ProperPay demo on Microsoft AppSource



KEY COMPONENTS OF CGI PROPERPAY



Data analytics

Advanced analytical techniques detect trends and patterns to identify improper payment scenarios and select cases for review. The system uses claims data in combination with other data sources such as audit results to refine targets. Microsoft's Cortana Analytics Suite furnishes a toolkit including outlier analysis, clustering, data visualization, and geospatial analysis. Through machine learning, patterns and trends are learned and applied to refine approaches to reduce false positives and create efficiencies.

Rules management

A module of cognitive business rules can be customized to payer-specific reimbursement rules and policies. CGI's standard suite of edits has been developed and refined through more than 25 years of experience to identify the claims with the highest probability of payment errors.

Workflow management

Our comprehensive workflow solution allows the auditor to focus on the various phases of the audit process, from the screening of claims to the audit itself. The auditor can review the claims and audits for further investigation using multiple methods. Once an audit has been started, the system tracks all of the documentation and notations relating to the review to maintain an audit trail. The system also provides reference screens for auditing guidance, grouping, and pricing to aid in efficient reviews that are defensible to the highest level of appeal. Its functionality includes security levels based on specific user roles.

Data management

Our secure data management functionality is housed in the Azure Cloud. Based on defined business requirements, all applicable claims data is imported into the database, which is updated continually, allowing for a comprehensive view of the overall history and furnishing a basis for trend analysis and predictive modeling. Other data sources are incorporated into the system such as provider and member data to enhance analytical capabilities.

ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business process services providers. We help clients transform into customer-centric digital enterprises end to end through high-end business and IT consulting, systems integration and transformational outsourcing services combined with a unique client proximity and best-fit global delivery model.

For more information about CGI's healthcare solutions, visit www.cgi.com/health or email us at healthcompliance_BD@cgifederal.com.