

Healthcare Payer Solutions

As a trusted IT services partner to healthcare payer organizations, CGI builds and manages business, clinical and IT solutions for our clients' most complex and mission-critical operations.

We help payers realize greater efficiencies and improve their product offerings, as well as increase patient engagement and connections with providers. Our focused expertise and offerings include:

- **Claims fraud, waste and abuse (FWA)** solution and services have helped government and commercial payers predict, identify and recover more than \$2.1 billion in lost payments due to improper medical and pharmacy claims in the last 5 years alone. We have recovered improper payments for commercial plans for 25 years and, since 2009, CGI has served as the Recovery Audit Contractor (RAC) for CMS Region B. We employ advanced data analytics to detect fraud, waste and abuse patterns and identify claims with the highest probability for recovery.
- **Payment reimbursement methodologies** solutions help payers implement effective prospective payment processes to manage inpatient, outpatient and professional reimbursements. Services include
 - Evaluation and development of provider reimbursement systems, including DRGs, APCs and APGs
 - Benchmarking and modeling
 - Billing and payment policy development
 - Provider contracting
 - Inpatient, outpatient and professional claims pricing
- **Call center** operations provide state of the art services, including bilingual support and access to translators speaking over 200 languages. We maintain redundant systems with geographically dispersed fail over teams and our representatives are focused on top quality customer service and first call resolution.
- **Predictive modeling and analytics**, including our Healthcare Enterprise Optimization suite, help payers and providers improve resource management, as well as improve their business based on what the data is showing
- **Payer administrative system modernization** includes core administration services for enrollment, premium billing, member services, claims, provider relations, printing and fulfillment



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 has made CGI the partner of choice for many BlueCross BlueShield plans, commercial health insurance companies, government healthcare payers and Prescription Benefit Managers (PBMs). Solutions designed for healthcare payers include:

- 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
- Fraud, Waste and Abuse solution and services software for comprehensive claims auditing and fraud and abuse detection pre- and post-payment
- Complete IT services

- **Patient-centric care management** brings together data and systems for home health monitoring, care planning, and workforce and ambulance dispatch with CGI CommunityCare360.
- **Information technology services** that align payers' business and IT strategies, allowing clients to become more efficient and productive, while improving quality of care. These services include application development, solutions for claims adjudication systems, web development and hosting, enterprise content management and document management

WHY CGI?

Deep healthcare expertise

With over 25 years of health IT experience, we have developed a deep understanding of the issues, environments and regulatory demands facing our clients, including ever-evolving standards for sharing health information. As a result, our dedicated health practice helps clients anticipate challenges and achieve real transformation by addressing business and policy issues in parallel with technology for better engagement, adoption and results.

Global, cross-sector perspective on health

CGI is a lead integrator and provider of health informatics and shared services globally. In the United States, we are a trusted advisor across the federal, state and commercial health spectrum, supporting citizens across the nation.

Quality processes that drive quality outcomes

CGI collaborates with clients to meet their objectives through delivery models that balance client needs for cost, risk, value and time-to-market. We offer:

- Flexible contracting terms and delivery models
- Disciplined project management and governance processes that are ISO 9001 certified and have a Level 5 rating for CMMI Development.
- FedRAMP and DISA secure cloud authority to operate
- Sophisticated vulnerability assessments and defense, in-depth design and expert integration of leading edge cyber defense technologies

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

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