



Public Sector Healthcare Solutions



A **xerox**  Company



Right Care. Right People. Right Setting. Right Cost.

Healthcare is complex, fast-changing and fragmented. Keeping your edge is about understanding program policy and anticipating change. It's about being flexible and developing cost-effective strategies. And it's about implementing reliable, comprehensive solutions.

We understand. That's why we're here. At ACS, we help you navigate the complexities of healthcare by staying focused on what matters: delivering the right care to the right people, in the right setting, at the right cost.

Less for Administration, More for Patients

Innovation takes critical and creative thinking, as well as flexibility. But most of all, innovation requires a commitment to bringing new ideas to life. At ACS, we demonstrate that commitment every day.

Our dedication to innovation is the foundation of our comprehensive approach to the healthcare continuum. That approach entails:

- Providing administrative services that improve access to care and streamline program management
- Developing clinical programs that raise the quality of care and improve population health
- Delivering solutions that ease provider burdens.

Simply put, resources go where they're needed most. The result: fewer dollars are spent on administration, and more are invested in recipient healthcare.



- We help you navigate the complexities of healthcare by staying focused on what matters.
- We understand the challenges you face.
- We can create solutions that get the job done in the most efficient and cost-effective way possible.

Supporting the Entire Government Healthcare Continuum

Administrative and Fiscal Agent Services

More than 30 years ago, ACS implemented the nation's first Medicaid Management Information System (MMIS). Our legacy of innovation continues today, with our powerful self-service Web portal for providers, payers and patients. It provides better data access, streamlined patient information and outstanding customer service, by offering:

- 24/7 Real-Time Claims Adjudication
- Member Management
- Provider Enrollment and Relations
- Premium Billing
- Data Entry and Mail Room Services
- TPL Services
- CMS Provider Compliance Audits
- Reporting
- Imaging and Data Capture/OCR
- Electronic Data Interchange
- Pre-processing/Cleansing
- Claims Processing and Suspense Resolution
- Medical and Care Management.

Eligibility and Enrollment Solutions

We offer more than 25 years of eligibility and enrollment services expertise. Every year we enroll hundreds of thousands of applicants into Medicaid managed care programs and the State Children's Health Insurance Program (SCHIP).

We offer a single, integrated solution for choice counseling and enrollment services. And our scalable operational and technical solutions help to:

- Maximize and maintain voluntary enrollments
- Improve customer service
- Increase efficiency
- Minimize program costs.

Fraud and Abuse Protection

To combat fraud schemes and healthcare abuse, we provide comprehensive waste, fraud and abuse management services, including:

- Prevention and Retrospective Detection
- Prepayment Identification and Denial
- Claims Analysis and Auditing, Network Provider Audits
- Data Warehouse-Based Surveillance
- Peer Group Analysis
- Recipient Characteristics Comparisons.

Health Information Exchange (HIE) and Electronic Health Records (EHR)

Our HIE and EHR solutions utilize our proprietary Patient Data Hub. This Hub integrates data from administrative claims, labs, pharmacy switch vendors, electronic medical records, Health Risk Assessments, Immunization Systems, Vital Statistics, predictive models and other disparate healthcare data sources.

Our centralized clinical rules engine analyzes those data to produce actionable information at the point of care. It includes:

- Alerts, Notifications and Gaps-In-Care Identifications
- ePrescribing
- Real-Time Clinical Algorithms.

Health Information Analysis

We combine healthcare program knowledge with systems integration and data warehousing expertise. That produces powerful solutions that turn patient-specific claims, lab and health risk appraisal data into actionable information.

Our Health Information Analysis includes:

- Healthcare Information Analysis and Consulting
- Disease and Care Management Support
- Clinical Tools
- Predictive Modeling.



Supporting the Entire Government Healthcare Continuum

Care and Disease Management

Our URAC-accredited care management approach combines clinical expertise and technology tools to provide comprehensive and customized large-scale modeling, profiling, health risk prediction and data-driven management solutions. These solutions improve healthcare delivery and quality, promote medical best practices and reduce costs.

As a designated Quality Improvement Organization (QIO)-like entity, we can provide utilization review and health quality management services to state Medicaid agencies across the country.

Our Care and Disease Management solution includes:

- Clinical Quality Outcomes Reports
- Disease Management
- Utilization and Case Management
- Wellness and Preventive Care Program Support
- Targeted Interventions and Messaging
- Workers' Compensation Case Management.

Pharmacy Benefits Management

Nationally recognized for their flexibility, efficiency and performance, our online, real-time pharmacy cost management solutions are among the best in the industry. They include SmartPA, our automated prior authorization solution, which has been proven to automate between 60 and 80 percent of all prior authorizations.

Our Pharmacy Benefits Management solutions offer:

- Utilization Consulting
- Prescribing Patterns
- Prescriber and Patient Education
- Comprehensive Network Provider Audits
- Disease Management
- Up to 20 Percent Savings via Combined Programs.

Call Center Services

We operate nearly 30 healthcare call centers nationwide. Recognized by the Call Center Industry Advisory Council as a PaceSetter, these call centers answer 30 million calls annually from recipients, providers and stakeholders.

Our Call Centers provide patients unparalleled access to licensed pharmacists, registered nurses, pharmacy technicians and customer service agents. They provide coverage for:

- Medicaid
- Medicare
- CHIP
- Enrollment Brokers
- Workers' Compensation
- HMOs
- Pharmacy Benefits Management (PBM) Programs.



Reliable, Flexible, Responsive

We understand the challenges you face: ever-increasing costs, higher utilization, and the need to improve health outcomes for an aging population. And we strive to help you overcome those challenges. At ACS, we give you the freedom to focus on what matters: improved health outcomes, enhanced efficiencies and reduced administrative burdens. We can create solutions that get the job done in the most efficient and cost-effective way possible. Let us put our expertise to work for you. Every step of the way.

Contact Us

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Government Healthcare Solutions

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About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at www.acs-inc.com.



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