







## TRUSTED AND EXPERIENCED BUSINESS PARTNERS

Helping transform and sustain our nation's health care ecosystem

### GWS At-A-Glance

- ✓ 50+ years in govt business
- ✓ Largest Part A/B FFS Medicare contractor processing over 1/3 of nation's A/B FFS claims
- ✓ Process over 360M claims and over \$210B in govt payments annually
- ✓ 2,500 employees serve over 10.4M beneficiaries and 829,000 health care providers
- ✓ Frequently called upon for thought leadership, innovation, and as a trusted partner to help execute on high visibility and complex challenges

### Mission Impact: Key Results

 <p>100% recompile win rate on \$2.3B contract portfolio</p>	 <p>\$48M Annual Projected Trust Fund Savings from identification of fraudulent activity</p>	 <p>Helped financial stability of providers during COVID-19 by processing more than 20K accelerated payment requests valued at \$31B</p>
 <p>Sole Source contract for Marketplace Financial Oversight due to strong Oracle Federal Financials experience</p>	 <p>25 certified cloud developers and architects have successfully deployed cloud migrations</p>	 <p>Robust Customer Operational and IT Resiliency and Contingency Plan with ongoing updates and annual testing</p>

## What We Do and Who We Serve

Support the Centers for Medicare & Medicaid Services in administering the world's largest health insurance programs (more than \$1 trillion annually).

- **Medicare Administration** – GuideWell Source subsidiaries, Novitas Solutions, Inc. and First Coast Service Options, Inc., possess a portfolio representing 1/3 of total Medicare Part A/B FFS program with a \$2.3B potential ceiling spread across three contracts in 15 states/territories serving 10.4M beneficiaries and 829,000 health care providers
- **Healthcare Exchange** – Novitas Solutions is the national contractor for Exchange Financial Services Support performing financial services in all 50 states; reconciling over \$90B in payments and collecting over \$11B in ARs
- **Program Integrity** – Novitas Solutions is one of 14 companies on CMS' multiple award \$2B IDIQ to provide enrollment and screening support to detect and prevent fraud, abuse, and waste in Medicare and Medicaid programs; Won the CMS East Region Durable Medical Equipment (DME) Provider Enrollment task order valued at \$31M

### Other Agencies

- Performed audit and data validation services for the Florida Agency for Healthcare Administration for approximately 30 years
- Process claims for Veterans Affairs, Indian Health Service, and Centralized Vaccine Billers under one of our Medicare Administration contracts



With large-scale transferable capabilities for high volume, low-cost transaction processing services in highly regulated Federal Agency environments

Committed to public service through providing the best value professional and administrative services to government agencies

# GuideWell Source Core Capabilities



## Claims Processing

Annually process more than **360M claims** representing over **1/3 of the nation's** Medicare A/B FFS claims



## Enrollment and Eligibility

Annually process more than **490K provider enrollment transactions**



## Medical Review/Medical Policy

Use comprehensive **data analytics** to annually process over 11M automated, routine, and complex reviews and conduct outreach efforts to **ensure billing and documentation compliance; develop medical policies to assist providers** in understanding what services are medically reasonable and necessary & how to bill/code those services



## Financial Management and Audit Services

Perform **financial management, financial reporting, and reconciliations** for over **\$210B in government payments** and debt management activities for more than **\$11.5B in receivables annually**; conducts **12K cost reports** and **50K audits** annually



## Education and Outreach

Annually deliver about **1K virtual events** reaching over **40K participants** while maintaining **customer satisfaction scores of 4.8 out of 5**



## Customer Service Call Center

Run a **large omnichannel call center** that annually processes over **4.5M provider inquiries**, over **3.5M internal portal inquiries**, and almost **20K beneficiary inquiries**



## Prior Authorization

Although in its infancy, we **utilized AI** to help CMS stand up and expand the Prior Authorization program. With **projected annual savings of over \$48M** based on the current CMS-approved codes, our process is fast, effective & accurate



## Appeals

Annually **process** more than **6.5M appeals**



## Document Management

Annually **control, index, and distribute** over **14M incoming hard copy & electronic documents** or over **25M pages** using image capture technology & OCR

## Why GuideWell Source

Together with our subsidiaries, Novitas Solutions and First Coast Service Options, we have an extensive footprint and relationships with CMS and systems/data interoperability across the entire health care landscape, which makes us uniquely qualified to bring exceptional thought leadership and drive continuous improvement within the health care ecosystem.

✓ People	✓ Innovation	✓ Relationships	✓ Performance	✓ Program Management
<ul style="list-style-type: none"> <li>✓ 2,500 employees</li> <li>✓ Highly experienced and stable workforce</li> <li>✓ Key personnel with an average of over 16 years of Federal health care experience</li> <li>✓ Average employee tenure of 10 years</li> </ul>	<ul style="list-style-type: none"> <li>✓ Application of strong analytics capabilities and self-service tools</li> <li>✓ Virtual, nationwide call center environment</li> <li>✓ Development of innovative technologies for internal staff and customers</li> <li>✓ Thought leadership</li> </ul>	<ul style="list-style-type: none"> <li>✓ A sought-out and trusted government business partner</li> <li>✓ Strong team player and coordination with internal and external stakeholders</li> <li>✓ Consistently surpass majority of small business subcontracting goals</li> </ul>	<ul style="list-style-type: none"> <li>✓ Achieved ~98% against performance metrics over past three reporting periods</li> <li>✓ Performance ratings consistently Very Good and Exceptional</li> <li>✓ Consistently high award fees earned</li> <li>✓ GWS family of companies named "Best Place to Work" three years in a row</li> </ul>	<ul style="list-style-type: none"> <li>✓ Mature program management to support large scale transformation efforts</li> <li>✓ Agile practices to quickly adjust to complex and highly visible policy changes</li> </ul>

## Contract Vehicles/NAICS

### GSA Multiple Award Schedule SINs / NAICS Codes

- ✓ SINs: 541214, 541219, 54151S, 541611
- ✓ NAICS: 518210, 524114, 524291, 524292, 524298, 541211, 541214, 541219, 541511, 541512, 541519, 541611, 541618, 541690, 541720, 541990, 561611

### DHHS/CMS Provider Enrollment & Oversight IDIQ

## Certifications



## Contact Information

### Thomas Hinkson

VP Business Development and Strategy

717-526-6500 [guidewellsource.com](https://www.guidewellsource.com)

[Thomas.Hinkson@guidewellsource.com](mailto:Thomas.Hinkson@guidewellsource.com)



GuideWell Source

GuideWell Source is helping transform and sustain our nation's health care ecosystem