

HEALTH SOLUTIONS OVERVIEW



EXPANDING INSIGHT.

ENSURING VALUE.

IMPROVING OUTCOMES.

COMPLETE LIFECYCLE

SUPPORT

FROM DESIGN

THROUGH OPERATION



Today’s challenging healthcare environment demands that we find new ways to improve the quality of care, ensure efficiency and transform healthcare services.

General Dynamics Health Solutions empowers organizations to successfully navigate this changing landscape and thrive in a new world committed to optimizing outcomes and value.

Our ability to provide complete lifecycle support – from design through operation – sets us apart. Simply stated, you have a single, trusted partner that understands your challenges and can help you find new ways to advance healthcare.

Single Source for Proven End-to-End Health Solutions

We provide technology, professionals and services that enable health organizations to adapt confidently and rapidly to ensure success. Modernizing infrastructure, workforces and programs is an essential part of our work as we prepare health organizations to address new challenges and opportunities.

Our end-to-end health solutions – which expand insight, improve outcomes, drive efficiency and reduce risk – include:



Health Data Management & Analytics



Health Facility Outfitting & Logistics



Healthcare Administrative Services



Multi-Channel Health Communications



Clinical Staffing & Medical Research Services



IT Services & Infrastructure

A CLEAR DIFFERENCE

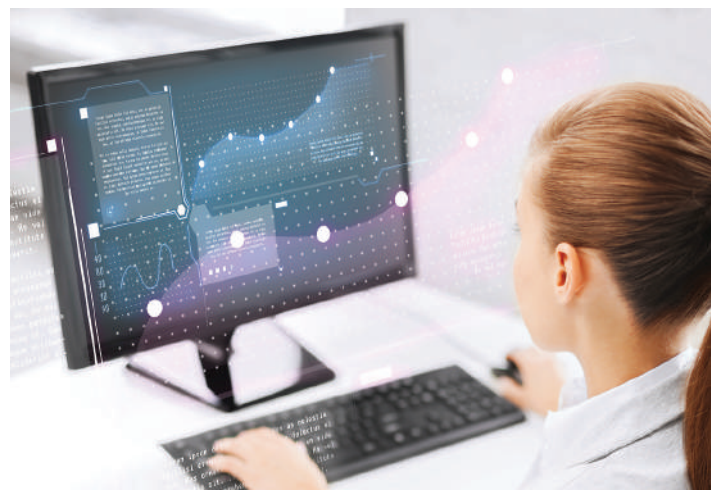
IT Professionals Who Know Health and Health Professionals Who Know IT

- Thousands of health professionals – including 8,000 health experts, clinicians and advisors
- 30+ years of health experience
- Experience across the health continuum

Meeting Challenges Head On

You'll find our professionals and solutions at work addressing today's most compelling health industry priorities:

- Advancing health data analysis that drives more effective and efficient care
- Facilitating secure health information exchange
- Fighting fraud, waste and abuse
- Ensuring accurate payment for providers
- Reducing healthcare costs while improving outcomes
- Advancing research for more effective treatments
- Assuring that military personnel and veterans receive world-class care
- Helping millions of patients, beneficiaries and providers effectively navigate complex health programs and plans
- Safeguarding protected health and personally identifiable information
- Preparing new health facilities to deliver effective care from day one



We Set the Standard for the World's Largest and Most Complex Health Environments

- ✓ Designed, manage and operate 17 large scale, multi-channel health contact centers
- ✓ Process more than 5 million drug prescriptions daily for the Centers for Medicare & Medicaid Services (CMS) and reconcile \$90 billion in prescriptions to ensure accurate payment
- ✓ Manage 25 million 1-800-MEDICARE inquiries annually
- ✓ Support storage and analysis of 2.5 billion health claims annually
- ✓ Deployed 50 large-scale healthcare data warehouses
- ✓ Created the systems and programs that facilitate healthcare delivery and cost reimbursement
- ✓ Developed standards for the eHealth exchange, enabling secure and interoperable electronic health information exchange

[Read about our end-to-end health solutions >](#)



Health Data Management & Analytics

As digital health data grows exponentially, so do the possibilities for more effective and efficient care models. We help health organizations gain unprecedented insight, from turning hundreds of billions of rows of data into usable information, integrating disparate systems, and creating industry standards for health information exchange to developing large-scale data warehousing and analytics environments.

Services

- ✓ Health Systems Development & Integration
- ✓ Health Information Exchange
- ✓ Data Warehousing & Analytics
- ✓ Population Health Management
- ✓ Quality Measurement, Management, Reporting & Payment Solutions
- ✓ Big Data

Cracking the Code on Chronic Conditions

- Built, developed and operate the Chronic Conditions Data Warehouse – one of the largest health data warehouses in the world
- Harmonize data from multiple sources and expand its use – while ensuring data security – to drive more effective, affordable treatments
- Provide researchers more convenient, secure and cost-effective virtual access to critical data



Multi-Channel Health Communications

Our experience in delivering high-quality, cost-effective customer service enables health organizations to focus on their first priorities – providing, funding and optimizing care.

General Dynamics Health Solutions provides multi-channel communications and the systems to connect the public to the health information they need – at the time they want it and in a way they want to access it – whether that's by self-service, phone, email or fax. Our award-winning contact centers integrate the latest in behavioral analytics and security, as well as employ highly trained staff who manage critical health information and answer calls from millions of individuals.

Services

- ✓ Multi-Channel Contact Center Management
- ✓ On-Demand Inbound & Outbound Communications & Print Fulfillment
- ✓ System Development, Integration & Process Design

Simplifying the Medicare Experience

- Provide integrated, end-to-end customer support to 1-800-MEDICARE – serving 52 million beneficiaries
- Support enrollment and respond to inquiries via phone, email, postal mail and web chat
- Cost-effectively handle wide variances in call volume without service degradation
- Recognized as World's Best Large Contact Center by *Contact Center Magazine*



Health Facility Outfitting & Logistics

Our industry-leading health facility outfitting and transition capabilities help organizations effectively equip, occupy and successfully operate a new or renovated facility – ensuring continuity of care from day one. We provide a single source of information and transparency to reduce project risk, as well as certify regulatory compliance while delivering powerful economies throughout the supply chain.

Services

- ✓ Medical Facility Outfitting & Transition
- ✓ Medical Logistics & Supply Chain Management
- ✓ Implementation of Health IT & Support Services



Seamless Outfitting and Transition for Flagship Military Medical Facilities

- Managed simultaneous outfitting and transition for two flagship U.S. military health facilities – the integration of Walter Reed National Military Medical Center into the National Naval Medical Center (NNMC) and the opening of the new Fort Belvoir Community Hospital (FBCH)
- Purchased and deployed over 51,000 items for the Walter Reed/NNMC integration and procured, installed and certified 100,000 medical, IT and furnishings at FBCH
- Completed on time and within budget



Clinical Staffing & Medical Research Services

General Dynamics Health Solutions helps health organizations navigate the growing need for skilled professionals in a market struggling to keep pace with demand. Medical research programs rely on our specialized scientists, technicians and administrators for vital expertise and program management support. We also deliver clinical support staff who help organizations ensure continuity of care.

Services

- ✓ Medical Research Support
- ✓ Clinical Support Staff

Combating Traumatic Brain Injuries

- Provide traumatic brain injury specialists, healthcare providers and care coordinators at 15 U.S. Department of Defense and Veterans Affairs medical treatment facilities
- Conduct epidemiological studies, tracking patients and measuring the impact of clinical interventions
- Provide education that improves long-term outcomes





Healthcare Administrative Services

General Dynamics Health Solutions supports payers across the complete administrative lifecycle. This work includes eligibility determination and enrollment, claims processing and reimbursement systems, medical record review and cost-utilization analysis.

Our solutions and services enable payers to reduce operational burden, ensure accurate payments to providers and streamline compliance with ever-changing regulatory requirements. In addition, our industry-leading solutions help to detect, investigate and prevent fraud, waste and abuse in its tracks.

Services

- ✔ Subsidy Reimbursement & Claims Processing Systems – Development & Support
- ✔ Medical Record Review
- ✔ ICD-10 Transition
- ✔ Fraud Waste & Abuse – Detection & Prevention
- ✔ Eligibility Determination & Enrollment

Streamlining Eligibility and Enrollment for Retiree Prescription Drug Program

- Developed and implemented Retiree Drug Subsidy solution that streamlines enrollment while ensuring security, accuracy and accountability
- Process and approve thousands of applications annually, generating over \$23 billion in subsidy payments to approved plan sponsors since July 2006



IT Services & Infrastructure

To help address cost and performance challenges, as well as streamline IT management and operations, we assist customers in achieving greater IT flexibility with cost-effective, secure and responsive infrastructures that scale and adapt to business needs. We support the full enterprise IT lifecycle from designing and integrating to operating, maintaining and securing systems, networks and equipment.

Services

- ✔ Data & Infrastructure Management
- ✔ Networking & Communications
- ✔ Virtual Desktop Environment
- ✔ Cloud
- ✔ Cyber Security



Designing, Developing and Protecting Critical Infrastructure

- 50+ years of cyber security experience
- Built, developed and operate the Chronic Conditions Data Warehouse – one of the largest health data warehouses in the world

Expanding Insight. Ensuring Value. Improving Outcomes.



Health Data Management & Analytics



Multi-Channel Health Communications



Health Facility Outfitting & Logistics



Clinical Staffing & Medical Research Services



Healthcare Administrative Services



IT Services & Infrastructure

Business Challenge

Solutions

Improve patient care, engagement and outcomes



Balance costs



Reduce risk



Prevent fraud, waste and abuse



Ensure accurate and timely payment to providers



Improve operational efficiency, accountability and regulatory compliance



Streamline health plan eligibility and enrollment



Ensure highly available and scalable infrastructures



Protect PHI and PII / ensure security



GENERAL DYNAMICS
Health Solutions

Contact Us

Corporate Headquarters

General Dynamics Information Technology
3211 Jermantown Road
Fairfax, Virginia 22030

email: info@gdit.com

phone: 888.545.8477

web: www.gdit.com/health

7673 – 4/1/15

General Dynamics Information Technology is an Equal Opportunity/
Affirmative Action Employer – Minorities/Females/Protected Veterans/Individuals with Disabilities.
© 2015 General Dynamics Information Technology. All rights reserved.

