

A REFRESHING PERSPECTIVE TO HEALTH CARE SOLUTIONS AND SERVICES



Healthcare Solutions

Delivering solutions that put people first.

Federal, state and commercial health care programs rely on Noridian Healthcare Solutions for the most efficient and effective solutions and services. Trusted partners expect the same. Our proven operational excellence is engineered and delivered by collaborative problem solvers in a work environment that allows them to be nimble and responsive and to put people first.

Focused solely on health care

Since 1966, we've partnered with private and public health care payers to solve some of their biggest challenges—administrative inefficiencies, suboptimal health care, and fraud and abuse. As a trustworthy partner to health care programs, we bring demonstrated approaches to increase administrative program efficiency and performance, enhance customer service and reduce burdens for providers and their patients.

Noridian solutions

Noridian focuses solely on health care to improve the experience for providers, suppliers and patients while getting the most from every program dollar. Our key functions include:

- **Claims management.** With more than 270 million claims processed annually totaling more than \$68.4 billion, we're positioned to bring accuracy, efficiency and satisfaction to your claims system. Lay the foundation for a quality health care system with claims management practices that save time and money.
- **Contact centers.** Raise the bar for customer service excellence. Get expertise on everything from basic provider questions to large-scale process demonstrations. Our service leaves over 25 million people smiling every year and has twice been awarded top honors by the Center for Medicare & Medicaid Services (CMS).
- **Provider management.** Take burdens off providers so they can deliver outstanding care. Watch your administrative efficiencies soar when your providers have what they need. We reach more than 480,000 providers and suppliers with our services such as enrollment and credentialing, outreach and education, provider contact center, and more.
- **Medical review.** Get rigorous oversight from medicine's top minds. Don't let fraud or waste undercut your bottom line. Our staff of over 300 physicians and nurses are trusted to bring integrity, eliminate waste and abuse, and identify areas for provider education.

ANNUAL NUMBERS

25 MILLION
beneficiaries

486,000
facilities, providers
and suppliers

2.1 MILLION
provider and supplier
telephone inquiries

270 MILLION
claims processed

\$68.4 BILLION
in claim payments

216,000
processed provider
enrollment applications

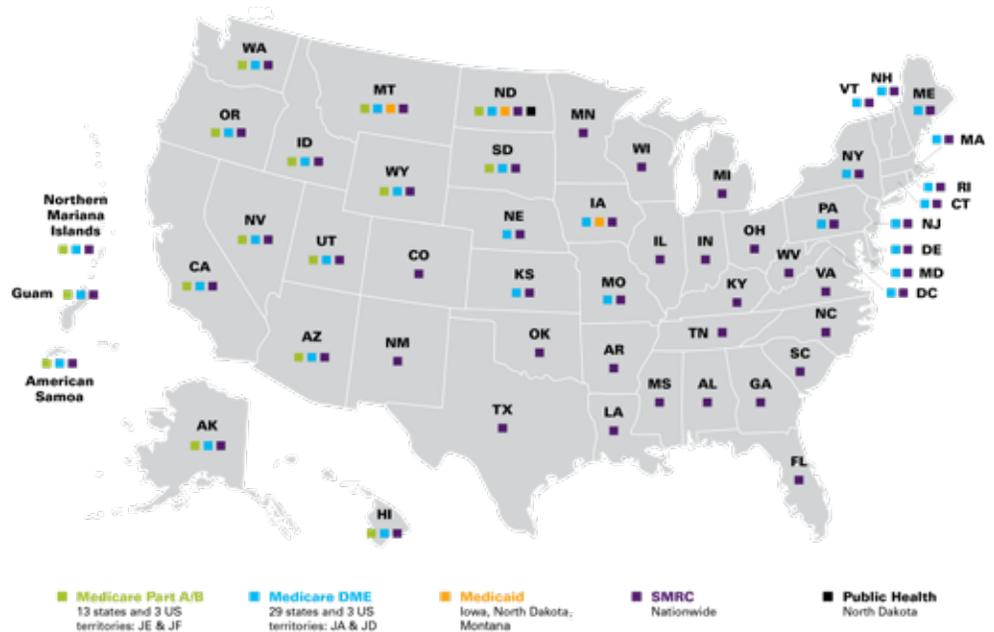
✓ Proven performance

Our signature approach combines decades of learning with a collaborative style to solve problems, provide operational excellence and generate proven results. We work with our customers to create a better experience for patients, providers who deliver care to them and the people who manage the programs.

- **On time/on budget.** Noridian has successfully managed 22 large-scale health care administrative services workload implementations over the past 18 years—all on time and on budget.
- **Reliable Partner.** We frequently lend support to partners as a subcontractor. We focus on providing defined value with measurable results to enhance teaming partners' solution and delivery capabilities.
- **Commitment to small businesses.** Noridian routinely incorporates subcontractors into its work, often seeking out and delivering on partnerships with small businesses and other subcontractors providing specialized niche skills. We keep our commitments to our small business partners, regularly exceeding small business subcontracting requirements for our contracts.
- **ISO 9001:2015*.** At Noridian, we regularly meet and exceed federal and state customers' exacting standards as evidenced by our comprehensive quality management certification, ISO 9001:2015.
- **Vigilant Security.** With contracts operating at both Federal Information Security Management Act (FISMA) high and moderate security, our customers appreciate our vigilant security standards. Noridian is consistently a top performer in the federal security standard audit rankings.
- **Provider Center of Excellence.** Our provider contact center earned the Center of Excellence designation by BenchmarkPortal, based on the world's largest database of best practice metrics. This designation is evidence of the success of our customer service programs in delivering excellence.
- **Government approved cost accounting system.** Noridian's accounting practices are compliant with the Federal Acquisition Regulations (FAR) and cost accounting standards (CAS), and our accounting system has been reviewed and approved by the Defense Contract Audit Agency (DCAA).
- **CMS-supplied systems.** As a Medicare Administrative Contractor, Noridian has expert-level subject matter expertise working with the Common Working File (CWF), Provider Enrollment, Chain, and Ownership System (PECOS), Medicare Appeals System (MAS), Medicare Shared Systems (VMS, MCS, FISS), HIGLAS, OnePI, and others.

50 states and beyond

Noridian has provided health care administration and support services in all 50 U.S. states and many U.S. territories. We currently deliver dedicated service to our customers in these areas.



Learn more

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*The scope of this certification includes: Medical Entitlement Processing, Data Analysis, Healthcare Call Center and other supporting functions.