

HEALTH INFORMATION TECHNOLOGY

THE HIGHLY COMPLEX SYSTEMS WE INTERFACE WITH DAILY ARE RESPONSIBLE FOR MANAGING SENSITIVE HEALTH DATA FOR MILLIONS OF AMERICANS.

SYSTEMS INTEGRATION

As a trusted advisor and technical partner to federal health agencies, National Government Services brings the experience and deep understanding of how to approach complex technology business challenges facing the federal health sector.

Our standardized processes and deep industry expertise have elevated National Government Services to one of the leading integrators of federal health systems. With over a dozen large-scale federal programs in our portfolio, our objective is to bring increased functionality, drive data transparency and bridge the divide between providers and the beneficiaries they serve.

CLAIMS SYSTEMS

The health care claims process and the technology required to effectively perform those functions is a highly specialized business and one of the more crucial activities within the health care delivery process.

National Government Services is one of the nation's leading claim processors for federal health programs. In our work with CMS as a Medicare Administrative Contractor, National Government Services is responsible for processing over 252 million claims on an annual basis, accounting for over 20% of the total Medicare claims workload.

ELECTRONIC DATA INTERCHANGE

Our EDI solutions are modernizing federal health care by providing our customers with leading technology based on industry best practices and standardized file formats. We offer many value adds in our EDI offering, such as the inclusion of an edit module that is integrated in our frontend system eliminating the need for crosswalks and manual translations.

CASE MANAGEMENT SYSTEMS

National Government Services is capable of delivering a fully automated process to improve the flow of health care information through the entire lifecycle of a case. Our systems have the capacity to escalate and prioritize tasks, balance workloads and reduce response time for customer's inquiries.

ELECTRONIC HEALTH RECORD SYSTEMS

Solutions from National Government Services are driving the integration and adoption of electronic health records. We are helping to shape industry EHR standards and working with the provider community to integrate with their practice management systems. This has improved the flow of health information resulting in faster turnaround in the claims process.

DATA MANAGEMENT

National Government Services provides secure hosting of internal and external applications from our wholly-owned datacenter. Staffed 24x365 with full operational oversight of some of the more critical systems in our federal healthcare ecosystem, our facility is built to meet the federal government's high performance and data protection requirements.

CUSTOMER RELATIONSHIP MANAGEMENT

National Government Services is building the next generation of customer relationship management solutions. Our technology will adapt to meet the needs of a data-driven user base and help them easily tap into the health care information that will be necessary to deliver the quality of service to support federal health programs.

SECURITY

The health data and hosted systems held by National Government Services require the highest degree of protection and data integrity. Our team has deep expertise working with PHI and PII and remains in full compliance with all government security requirements. Our federal health customers can rest assured potential risks and threats are mitigated as a result of the security measures we have in place.

HEALTH INFORMATION TECHNOLOGY SOLUTIONS IN ACTION

PROVIDING TECHNOLOGY AND SOLUTIONS FEDERAL AGENCIES ARE SEEKING TO MODERNIZE THEIR SYSTEMS. OUR VENDOR-NEUTRAL APPROACH ALLOWS US TO FIND THE BEST SOLUTION SUITED FOR OUR CLIENTS' UNIQUE REQUIREMENTS.

NEXT GENERATION DESKTOP

The Next Generation Desktop (NGD) is the Customer Relationship Management (CRM) system provided exclusively by National Government Services. The technology behind NGD serves as the single tool for Customer Service Representatives (CSRs) to address Medicare beneficiary inquiries and assist Federally Facilitated Marketplace (FFM) consumers with enrollment.

VIRTUAL DATA CENTER

The Virtual Data Center (VDC) is a network of geographically dispersed, contractor-owned datacenters that function as a unified set of resources. This highly complex environment requires close oversight to ensure systems are running according to the agreed upon services. National Government Services holds the VDC Infrastructure Enterprise Services (VIES) IDIQ that provides application monitoring and reporting of security protocols across the full spectrum of services delivered by the VDC contractors.

COMMON ELECTRONIC DATA INTERCHANGE

The Common Electronic Data Interchange contract provides the technology to support a common front end EDI solution to handle transactions from all Durable Medical Equipment (DME) suppliers and contractors. National Government Services delivers a solution specifically to accelerate the EDI process and streamline the steps required to get the data into our claims environment.

STRATEGIC PARTNERS ACQUISITION READINESS CONTRACT

The Strategic Partners Acquisition Readiness Contract (SPARC) will be the primary vehicle for CMS to procure information technology services over the next 10 years. National Government Services is positioned to showcase our expertise in solution design to facilitate the modernization of CMS systems and their business processes.



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ABOUT US: National Government Services is a federal health solutions company solving the greatest health care challenges in America.

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