

A hand holding a small globe against a sunset background. The hand is positioned on the right side of the frame, with the thumb and index finger forming a circle around the globe. The background is a bright sunset over water, with the sun low on the horizon and its reflection visible. The top left corner of the image is a solid blue triangle.

# AGENCY TRANSFORMATION

HELPING FEDERAL HEALTH CARE AGENCIES USE INFORMATION TECHNOLOGY AND DATA FOR IMPROVED EFFICIENCY AND BETTER HEALTH OUTCOMES.

To help agencies adeptly transform their most important programs, National Government Services applies a range of federal health care expertise to modernize and evolve our nation's health systems.

## ADVISORY SERVICES

Thought leaders from National Government Services bring a balanced approach to addressing clients' pain points through a full understanding of federal health care and how major changes potentially would impact the millions who receive care as a beneficiary.

## QUALITY MEASUREMENT ANALYSIS

With new delivery system reform such as the Medicare Access and Chip Reauthorization Act (MACRA) and Merit-Based Incentive Payment Systems (MIPS), federal health care has an increased need for organizations that can offer a proven way of thinking about a challenge and bring the knowledge, tools and expertise to deliver measurable short term and long term benefits. National Government Services has long-standing partnerships working with clinicians and data scientists to build solutions to track provider behavior and measure their performance.

## ADVISE ON PAYMENT REFORM

There is momentum to create more efficient, outcomes-based payment models for providers. National Government Services works directly with CMS and the provider community to establish baselines and provide a quick, transparent flow of communication. Notably, we advised on reimbursement models, worked with providers to identify their data needs and facilitated development of alternative payment methodologies.

## FEDERAL HEALTH PROGRAM EXPERTISE

As enrollment in federal health plans continues to expand, National Government Services recognizes our critical role in ensuring the delivery, regulation and security of programs. Our work helps the nation achieve a healthier population, while protecting the billions of dollars that fund federal health care.

NATIONAL GOVERNMENT SERVICES HAS THE EXPERTISE TO DRIVE CHANGE AND HELP BUILD THE HEALTH PROGRAMS OF THE FUTURE.

# AGENCY TRANSFORMATION SOLUTIONS IN ACTION

PROUDLY PARTNERING TO  
DELIVER SOLUTIONS DURING  
EVERY MAJOR MEDICARE  
EVOLUTION, OUR WORK IS  
HELPING SHAPE THE PROGRAM  
FOR TOMORROW.

## NEXT GENERATION DESKTOP

The Next Generation Desktop (NGD) is a transformative initiative for CMS as the system is a centerpiece for the agency's communication initiatives. NGD is a Customer Relations Management (CRM) system that serves as the single tool for Customer Service Representatives (CSRs) to address beneficiary inquiries and assist Federally Facilitated Marketplace (FFM) consumers enroll into the ACA program.

## VIRTUAL DATA CENTER

The Virtual Data Center (VDC) is a key contract to help the modernization of the systems and infrastructure of CMS. National Government Services is instrumental in helping to shape the future of information technology at CMS as a holder of the VDC Infrastructure Enterprise Services (VIES) IDIQ. Under the contract, National Government Services provides application monitoring and reporting of security protocols across the full spectrum of services delivered by the VDC contractors.

## SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP)

The Small Business Health Options Program changed the way our nation's small business shopped for and purchased health insurance. National Government Services lead the effort to implement SHOP and helped thousands of small business employers acquire quality health care plans for their employees. Our financial management expertise is leveraged for the efficient aggregation of premiums in the Federally-Facilitated Exchange (FFE) and the distribution of accurate and timely payments from employers to issuers.



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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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