Universal Provider Datasource
Positioned for the Future

ACS Healthcare – September 25, 2008
ACS Presenters:

- Rob Marrow, Regional Vice President ACS Healthcare
- Beth Kranda, Sr. Sales Executive ACS Healthcare Payer
- Jackie Gentner, CAQH Strategic Business Unit Manager
Who is Affiliated Computer Services

Healthcare Payer Overview

Beth Kranda
ACS in Healthcare

- Leading BPO Services Provider to the Industry
  - Transaction Processing
  - Customer Care
  - Recovery & Avoidance
  - Fiscal Agent Services
  - Pharmacy Benefit Management
- Developed First MMIS in 1973

- Support:
  - 75+ Payers, including 14 of top 15 health plans
  - 34 States
  - 1,100 Hospitals
  - CAQH
- > 15,000 Employees Dedicated to Vertical

Revenue by Industry
- Government: 57%
- Commercial: 30%

Revenue by Service
- BPO: 76%
- ITO: 24%

Revenue by Market
- Payer: 74%
- Provider: 22%
- Pharma: 4%
Our Payer Group provides services, to not only health plans, but insurance companies and administrators, that encompass many lines of business, including Dental, Disability, FMLA, FSA, HSA, Life, Long-Term Care, Medical, Pharmacy, Property & Casualty, Retirement, Vision, and Workers Compensation.
Market Conditions for Healthcare

- Manage cost escalation
  - Wellness and prevention models
  - Administrative Simplification
- Respond to consumer demands
  - Information transparency
  - Engagement services
- Healthcare ecosystem solutions
  - Medical records and cross-stakeholder collaboration
- Product innovation and design
  - CDHP
  - Medicare reform
- Solutions for an aging and growing public sector market

- New forms of competition
  - Financial institutions
  - Consumer oriented companies
- Accessibility
  - Uninsured and underinsured (leverage good risk)
ACS Responds to Payer Market Conditions

By enabling our clients to engage in healthcare transformation

Building solutions that help payers engage consumers in new and innovative ways

Focusing on the cost of care by helping payers correctly compensate members and providers and reduce administrative costs.

Enabling an innovative, new, industry-wide business model that benefits, simplifies and enhances the healthcare ecosystem
ACS Enables

Clients to:
- Grow quickly
- Reposition their business in the market
- Diversify
- Gain flexibility fast
- Decapitalize
- Refocus on core business

Clients with:
- End-to-end solutions
- Ability to transform through evolution
- Dramatically expanded scope and scale
- Greater subject matter expertise
- Access to capital for technology
- Guaranteed performance and cost savings
- Scalability and Flexibility
The mission of ACS’ healthcare vertical is to provide a new focus toward bettering the healthcare industry by helping our clients to respond quickly to, and to capitalize on, change.
Current State of Operations
CAQH SBU Overview

Jackie Gentner
UCD Migration Timeline

- CAQH/ACS Contract signed December 11th 2007
- Actual Start Date was not until March 17th of 2008
Putting the pieces together

- Universal Provider Datasource
- More than 20 distinct applications
- 14 UPD components to be rebuilt
- More than 20 Servers in 3 locations
- More than 1.1M Provider Records
- More than 600,000 Active Users
- Over 7.1M images converted
- ACS Development resources in at least 7 regions used for implementation
- CAQH Data Centers in 4 locations
Web Site Utilization (Hits)

- 2,000
- 4,000
- 6,000
- 8,000
- 10,000
- 12,000

in thousands

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expertise in action™
CAQH UPD Support Services
Call Center and Inbound Fax Volumes

Projected vs. Actual Volumes

- Projected
- Actual

Dates: 9/1/2008 to 9/27/2008
Scope of Services

ITO Services
- Application Support
- Application Development
- Change Management
- Business Process Improvement
- Infrastructure Support
- Telecommunications
- Disaster Recovery

BPO Services
- Provider Services Center (UPD Help Desk)
- Participating Organization Services Center (Tier 1 and Tier 2)
- Application Processing
- Data Management / Data Quality
- Roster & Extract Processing
- Fulfillment
- Communications

The CAQH SBU provides a mix of Information Technology Outsourcing and Business Process Outsourcing Services to CAQH and its Customers
Strategic Business Unit

The SBU Provides
- Client dedicated resources (staff)
- Client owned equipment and
- Client dedicated facilities.
- Access to leveraged ACS tools
- Leveraged infrastructure, and
- Leveraged development resources and expertise

The SBU Benefits
- Client focused
- Clear financial accountability and visibility
- Customer driven decision making
- Proven industry and process expertise
- Flexibility to grow with your business
- Tailored solutions

The CAQH SBU is applying ACS tools and instilling entrepreneurship to optimize client service
Custom Applications – UPD Ecosystem
Positioning for the Future

Innovation

Rob Marrow
Planning an Innovation Strategy

Horizon 3 – New Ground

Horizon 2 – Expanded Functionality
  Expanded Audience

Horizon 1 – Improve Current Platform
  Bolster Current Operations
ACS Operational Excellence

The six principles of Operational Excellence are the heart of how ACS does business

1. Business Process Reengineering
2. World Class Infrastructure
3. Core Technologies
4. Activity Based Compensation
5. Global Performance Model
6. Strategic Business Units
Business Process Reengineering

Phased Business Transformation:

- Reduces risk
- Requires no upfront capital investment; ACS invests in the technology
- Delivers immediate cost reductions with additional savings over time
- Instills change gradually, which is more effective in change-resistant organizations
- Maintains a constant focus on business process improvements

ACS’ Approach Provides Immediate, Dramatic Benefits and Continuous Improvement in Business Processes
World-Class Infrastructure

First organization in North America to achieve BS15000 certification
8 Mega Data-Centers
Enterprise Command Centers in Americas and India
More than 40,000 MIPS
More than 10,000 servers, approximately 1/3 managed remotely
120,000 desktops supported
25,000 voice devices served
ISO- and ITIL-based methods and practices employed

ACS has the infrastructure to solve complex business challenges
Core Technologies

Benefits of ACS’ Leveraged Technologies

- Built-in best practices
- Faster ramp-up
- Modular technology refreshes
- Real-time reporting
- Technology solution meets customer requirements
- State-of-the-art architecture
- Security and scalability

Robust, Innovative and Easily Integrated with Client Environments
Activity-Based Compensation

Bolster Productivity, Increase Employee Satisfaction and Reduce Costs while Improving Quality

“With activity-based compensation you focus on the key points of your job, and when you do so, you are paid very well. It makes you want to come to work and excel every day.”

An ACS employee who transitioned from a traditional pay structure to activity-based compensation
Global Production Model
Cross-border privacy, ethical, and legal expertise for onshore, nearshore, and offshore operations

ACS has an Expanding “Follow the Sun” Network

Continually identifying, establishing, and transforming work into new locations to diversify and serve our customers needs.
Strategic Business Units (SBUs)

Benefits

- Client focused
- Clear financial accountability and visibility
- Dedicated resources
- Proven industry and process expertise
- Flexibility to grow with your business
- Tailored solutions

Instilling Entrepreneurship to Optimize Client Service
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