

ELEVATE HEALTH CARE PROGRAMS WITH NORIDIAN

Implement services faster, scale operations and improve outcomes for federal health programs by partnering with Noridian



As federal health care programs become more complex, navigating the changing demands requires strong partnerships—the kind you find with Noridian Healthcare Solutions. For nearly 60 years, federal, state and commercial health care programs have relied on Noridian for effective and efficient administrative solutions. But we haven't done it alone. We partner with organizations who complement our capabilities and offerings so we can elevate health care programs across the nation. As a result, they can better serve the millions of individuals who rely on them for health care.

As the administrative landscape continues to evolve, we are interested in collaborating with companies who value high-quality, innovative work. Why partner with us?

- **On Time/On Budget**—Successfully managed 22 large-scale health care administrative services workload implementations over the past 20 years—all on time and on budget.
- **Customer Service Excellence**—Our employees care about the work we do which is why we strive every day to provide an exceptional customer experience for our customers. Our customer service quality scores exceed 99%.
- **Pervasive Quality**—Although we have designations, such as the ISO 9001:2015*, Noridian's quality efforts and business process modernization initiatives are much more holistic. Noridian continuously examines processes and reshapes workflows to eliminate waste, fraud or abuse.
- **Vigilant Security**—Your data is secure at Noridian. Employees are continuously trained on handling PHI/PII. On the systems side, Noridian is constantly a top performer in security audit rankings and operates at both Federal Information Security Management Act (FISMA) high and moderate security standards.
- **Integration with Supplied Systems**—We work seamlessly with clients' and partners' third-party systems. For example, in our work as a Medicare Administrative Contractor we've developed expertise with CMS-supplied technology like 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.

OUR SERVICES



CLAIMS
MANAGEMENT



PROVIDER
MANAGEMENT



CONTACT
CENTERS



MEDICAL
REVIEW

NORIDIAN BY THE NUMBERS



Administers services affecting nearly **24 million** health care recipients



Processes nearly **270 million** claims totaling **\$80 billion**



Employs over **350** physicians, nurses, and other health care clinicians



Serves over **500,000** providers, facilities, and suppliers



Handles nearly **2 million** provider, member, and supplier telephone inquiries



Processes more than **25 million** paper and electronic documents

TYPES OF PARTNERSHIPS

At Noridian, we value our partnerships which is why our current partners describe us as collaborative, agile and trustworthy. We are specifically interested in partnering with organizations that fit within these general categories:

- Technology partners to come beside us in our work within claims management, provider management, contact center and medical review
- Product or service vendors that can help us fulfill contractual obligations in business operations

Special consideration is given to:

Veteran-owned businesses

Small disadvantaged-owned businesses

HUBZone businesses

Woman-owned small businesses

Service-disabled Veteran-owned small businesses

8(a) certified businesses

OUR FOOTPRINT

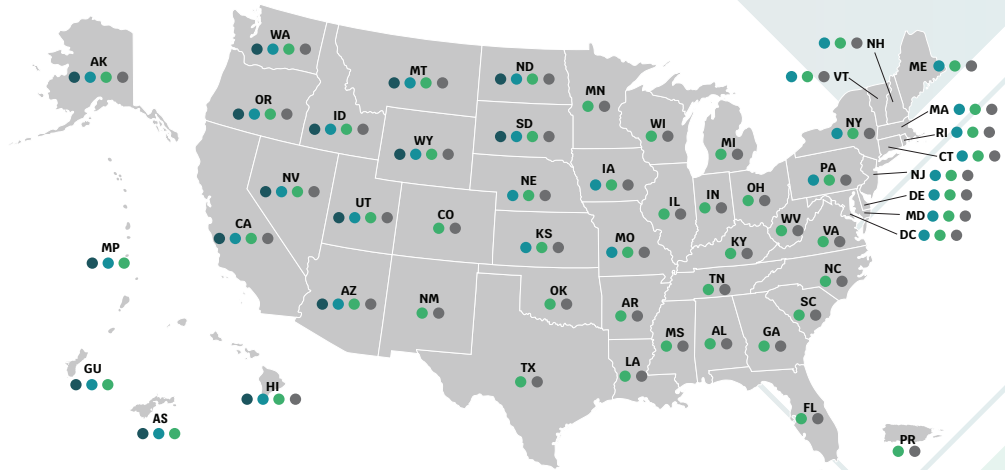
50 States and Beyond — Noridian provides health care administration and support services in all 50 U.S. states and several U.S. territories. We currently deliver dedicated service to our customers in these areas.

Provider Management: Noridian works with over 400,000 providers to perform credentialing & enrollment, site visits, and outreach and education services.

Claims Management: Noridian’s extensive experience in claims management results in more than \$80 billion in payments and includes EDI management, claims processing, and financial management services.

Contact Centers: Noridian provides nationally recognized customer service through our provider, supplier, and member contact centers, handling nearly two million telephone inquiries per year.

Medical Review: Noridian leverages its more than 350 clinical subject matter experts to perform detailed medical necessity reviews and prior authorizations, as well as providing in-depth education to providers.



Provider Management 13 States & 3 US Territories	Claims Management 29 States & 3 US Territories	Contact Centers All 50 States, Puerto Rico & 3 US Territories	Medical Review All 50 States & Puerto Rico
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LET’S CONNECT!



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NORIDIAN
HEALTHCARE SOLUTIONS
Elevating Operations, Enabling Care.

noridian.com