Expanding Insight. Ensuring Value. Improving Outcomes.

Organizations look to experienced solutions providers to help them adapt and take advantage of new healthcare technologies to transform care and improve outcomes.

With a breadth of capabilities and solutions, General Dynamics Health Solutions empowers healthcare organizations to meet their business needs, while ensuring value and advancing the quality of care.
40% of U.S. population touches one of our customer facing websites or Contact Centers.

$1 Billion
recovered annually from secondary payers for CMS.

$23 Billion+
processed in Retiree Drug Subsidy Payments since 2006.

50+
large-scale healthcare data warehouse deployments.

40,000
registered doctors across England supported with quality outcomes.

49 Million
beneficiaries through 1-800-MEDICARE.

5:1 to 15:1
documented ROI for clients using our program integrity solutions.

10101001011
Drive insight from 315+ billion rows of health data.

>25 Million
prescription drug events processed per week for Medicare Part D since 2006.

Program integrity solutions for health payers covering over 40% of Americans.

Supports outpatient quality reporting for 450+ hospitals each quarter.

Processing Medicare Part-B claims since 1979.

Processing Durable Medical Equipment Claims since 1995.
Serving as a Single Source for Proven End-to-End Health Solutions

General Dynamics Health Solutions provides end-to-end health solutions to the commercial, state, military, federal and international sectors.

**Health Data Management and Analytics**
Providing Insight, Optimizing Value and Improving Outcomes

General Dynamics Health Solutions provides health facilities with the tools and solutions to create, manage, exchange and understand health data; integrate and connect disparate health systems; and help organizations turn incongruent data into useable health information to improve outcomes and manage costs. Our industry-leading program integrity solutions enable health payers and providers to detect, investigate and prevent fraud, waste and abuse.

**Health Facility Outfitting and Logistics**
Managing Project Complexity and Ensuring the Continuity of Care

Moving to a new health facility is a complex undertaking. Our health facility outfitting and transition capabilities help organizations to effectively equip, occupy and successfully operate a new or renovated facility – ensuring continuity of care from day one. We provide a single source of project information and transparency to reduce risk, ensure regulatory compliance, and manage complex health IT while delivering powerful economies throughout the supply chain.

**Healthcare Administrative Services**
Reducing Operational Burden, Ensuring Accurate Payments and Streamlining Compliance

General Dynamics Health Solutions supports payers across the complete administrative lifecycle, to include claims processing and reimbursement systems development and integration, medical record review, and cost-utilization analysis. We enable health organizations to reduce operational burden, ensure accurate payments and streamline compliance with regulatory requirements.

**Multi-Channel Health Communications**
Engaging and Connecting Patients, Providers and the Public

Servicing more than 49 million beneficiaries, General Dynamics Health Solutions connects patients to the health information they need – at the time they want it and in a way they want to access it – whether online or by phone, email or fax.
Clinical Staffing and Medical Research Services
Advancing Today’s Research for Tomorrow’s Care

With more than 8,000 health experts, clinicians and advisors, our health-care personnel provide vital expertise and project management support. Working across the continuum of care, the team supports a breadth of medical research and clinical investigation programs.

IT Services and Infrastructure
Delivering Secure, Cost Effective and Responsive Health IT

General Dynamics Health Solutions provides full enterprise IT lifecycle support – to include designing, integrating, operating, maintaining and securing systems, networks and equipment – ensuring critical systems remain functional for continuity of care. Through our cost-effective, secure and responsive infrastructures, we help our customers achieve greater IT flexibility that adapts to their business needs.

Providing Innovative Solutions for Every Business Challenge

<table>
<thead>
<tr>
<th>Business Challenge</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve patient care, engagement and outcomes</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Balance costs</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Reduce risk</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Ensure program integrity</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Ensure accurate and timely payment to providers</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Improve operational efficiency, accountability</td>
<td>![Icon]</td>
</tr>
<tr>
<td>and regulatory compliance</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Streamline health plan eligibility and enrollment</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Ensure highly available and scalable infrastructure</td>
<td>![Icon]</td>
</tr>
<tr>
<td>Protect PHI and PII / ensure security</td>
<td>![Icon]</td>
</tr>
</tbody>
</table>
Securing IT Infrastructure and Protecting Data
As the implementation of new healthcare technologies continues, so do the risks. Our full spectrum of security services protects hospitals from security incidents and breaches. From providing risk analysis and advice to implementation of organizational governance and security services, our industry experts safeguard infrastructures while building a strong security program compliant with the Health Insurance Portability and Accountability Act (HIPAA) security requirements.

Providing Secure, Cost Effective and Responsive Health IT
To enable clinicians to focus on delivering effective, quality care, General Dynamics Health Solutions provides extensive outsourcing services which include:

- Desktop engineering
- Service desk and desktop technicians supporting mobile, desktop and laptop devices
- Telecommunications
- Networking
- Server administration
- Asset management and procurement
- Hosting

Managing Complex Health Facility Outfitting and Logistics
Whether opening or transitioning to a new healthcare facility, General Dynamics Health Solutions provides complete support to ensure immediate readiness. From facility wiring, system refreshes and purchasing, to project and program management, customers receive complete project visibility, ensuring continuity of operations for patients and clinicians.

Providing Complete Purchasing Support
By leveraging our experienced buyer workforce and vendor networks, we provide healthcare facilities with the best pricing, delivery and installation terms for medical equipment and furnishings.
Health systems find outsourcing IT saves money, boosts productivity, improves care

IT outsourcing offers value to health systems looking to reduce costs and access expertise

Do you consider managing information technology at your health system to be a burdensome distraction from your clinical priorities?

More hospitals and health systems outsource a significant portion of their IT functions to save time and money, and improve productivity. A survey by Dallas-based, RnR Market Research projected that healthcare IT outsourcing will increase by 7.6 percent a year, reaching $50.4 billion by 2018, up from $35 billion in 2013.

Reasons for growth are countless, ranging from the desire to reduce equipment and personnel costs, to the advantage of having easier access to expertise in an increasingly demanding and complex regulatory environment. When another organization assumes responsibility for managing and securing the IT infrastructure, health systems can focus on their core mission - providing top-quality patient care.

Realizing these benefits, Adventist HealthCare in Gaithersburg, Md., currently outsources roughly half of its IT functions, depending on organizations like General Dynamics Health Solutions, to provide a number of services, including desktop and telecommunications support, asset management, engineering and consulting, and equipment purchasing for more than 6,000 users and 5,000 workstations at two major hospitals and nearly 10 additional health facilities.

With the continued implementation of new healthcare technologies, it remains imperative for Adventist’s IT leadership to focus on the growth and development of their overall health system. Outsourcing the management of day-to-day facility operations and equipment purchasing provides Adventist with the opportunity to concentrate on strategic IT and business priorities.

However, IT leaders aren’t the only ones who benefit from IT outsourcing, C-level management is better placed to manage business risk and unforeseen issues such as cybersecurity, data management and disaster recovery. These areas are critical to ensuring the health system is resilient and that continuity of care is provided during a crisis.

Experienced IT experts trained in regulatory compliance, health data management and analysis, electronic prescribing, Medicare call management and the safeguarding of protected information are critical to a health system’s ongoing success. However, IT professionals with these skillsets are extremely difficult for hospitals to attract, develop and retain. Partners with IT expertise help organizations fill these vital positions, and quickly integrate them within the existing team.

Outsourced IT functions, such as those used at Adventist, provide health organizations with the security, flexibility and resources to ensure continuous, quality care while driving strategic improvements throughout their healthcare system. “The General Dynamics Health Solutions team has made a positive impact to Adventist HealthCare IT operations, providing efficiencies, financial savings and a more resilient operation,” says Chris Ghion, Vice President and Chief Information officer at Adventist HealthCare. “In the last year, we’ve significantly improved our field services, evolved our data transmissions platform and enriched our engineering service tower.”