

As the administrative landscape for health care programs becomes more complex, navigating the changing demands requires strong partnerships—the kind you find with Noridian Healthcare Solutions. Since 1966, federal, state and health plan programs have relied on Noridian for the most efficient and effective service-based solutions, including claims processing, medical review, contact center support and provider management services. Partnering with Noridian allows private and public health care payers to implement services faster, scale operations, improve outcomes, and manage compliance.

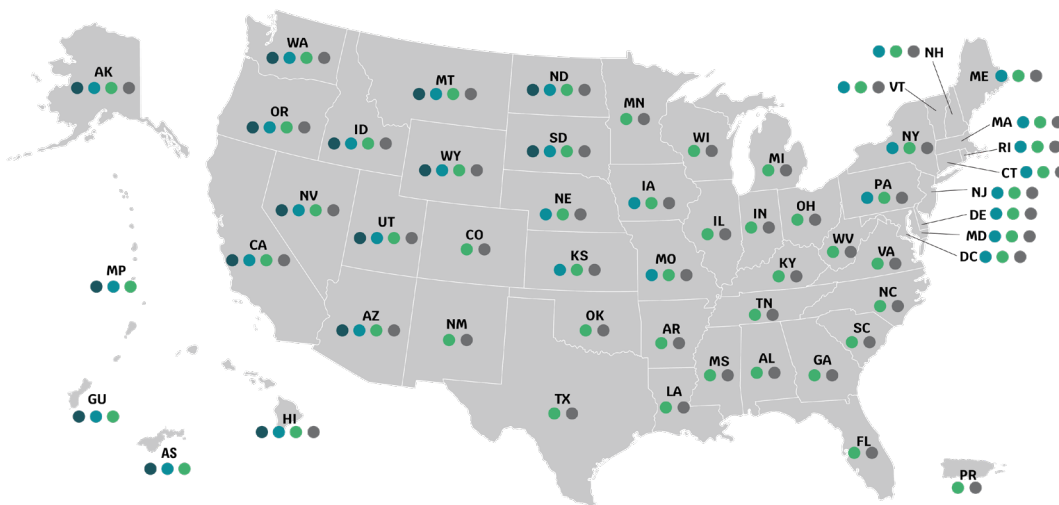
Headquartered in Fargo, N.D. with over 2,000 employees located throughout the nation, Noridian administrates people-first services across all 50 U.S. states. Leveraging its nearly 60 years of experience, Noridian designs and implements customizable, high-quality solutions to eliminate common health care barriers, enabling access to care.

### OUR SOLUTIONS



### OUR REACH

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**  
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

### 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

## WHY NORIDIAN

- **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 of government process.
- **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.

\*The scope of this certification includes: Medical Entitlement Processing, Data Analysis, Healthcare Call Center and other supporting functions.

## ENGAGEMENT APPROACHES

Just as your health program is designed to accommodate the needs of a specific population, our services are tailored to meet your needs. Every engagement comes with our signature commitment to continuously improve and innovate processes.

### FULL ENGAGEMENT



We design and implement a customized solution to fulfill your operational and technology needs.

### FLEXIBLE ENGAGEMENT



We provide operational services and can assist with technology assessments to scale up your operations.

### OPERATIONAL ENGAGEMENT



We add our operational excellence to your existing technology.



*Elevating Operations, Enabling Care.*

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[noridian.com](https://www.noridian.com)