



# The Computerworld Honors Program

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## Final Copy of Case Study

**Status:**

Laureate

**Year:**

2013

**Organization Name:**

National Government Services, Inc.

**Organization URL:**

[www.ngsservices.com](http://www.ngsservices.com)

**Project Name:**

World Trade Center (WTC) Act

**Please select the category in which you are submitting your entry:**

Health

**Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)**

The World Trade Center (WTC) project was designed by a division of National Government Services (NGS), National Government Services Financial Solutions (NGSFS), to provide a comprehensive portfolio of innovative financial services in accordance with the James Zadroga 9/11 Health and Compensation Act (WTC Act). This act mandated that the Centers for Disease Control & Prevention (CDC) provide screening, monitoring, referral, and treatment for first responders directly affected by the 2001 World Trade Center disaster. Our portfolio of innovative services for the WTC program include: Financial Management -- NGSFS partners with various businesses to create financial information exchanges to deliver WTC providers with secure specified payment selections that utilize best in practice methods for transferring secured banking data to designated banks, lockboxes, or specified mechanism of storage. We deliver the WTC providers with electronic and paper services that can be combined or administered as a single service to meet each provider's business needs. Data Management/ Information Services -- NGSFS hosts the WTC initiative data within our own data center

and interfaces with CMS data centers under specified architecture that includes comprehensive security and failover mechanisms. Our systems meet Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST), and federal mandates. The program carried several challenges that had to be overcome: Required very quick turnaround; collaborated with partner to ensure effective new claims systems produced output needed for NGS to make payments and produce remittance advice (paper/electronically). CDC had no existing contracts like this, so no precedent existed with the agency. NGSFS continues to evolve our services to meet the ongoing needs of the WTC initiative.

**When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)**


The project went into production on August 5, 2011, and we have incorporated the following new innovative services: Paperless Technology -- The electronic 835 remittance advice, an electronic version of the Standard Paper Remit (SPR) (implemented January 2012). Expanded the 835 electronic and paper remittance advice to accommodate the institutional DRG (Diagnosis-Related Group) pricing module to allow for more comprehensive data. Handling payee onboarding and enrollment, and assisting the NGS EDI (Electronic Data Interchange) Helpdesk with 835 remittance advice inquiries. LHI (United Healthcare) to process payments for services that fall out of the previously designated area of NY and NJ. Took on challenge of bringing on claim payment for cancer patients and was able to meet the challenge based on the flexibility of the system we built.

**Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)**

The WTC initiative has been implemented; however, quarterly process improvement updates are evaluated and strategically deployed to ensure continuous optimization in service delivery. NGSFS operates in an environment that prioritizes continuous improvement to continue to gain efficiencies on how we monitor performance, deliverables, and quality.

**Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)**

The WTC project has benefited CMS by providing the organization with an innovative payment system that was easily modifiable to handle the WTC initiative, governmental requirements, and immediate need for implementation. We utilized an existing payment system developed for another federal initiative as the baseline for the implementation. The ability to leverage an existing mechanism yielded CMS a cost-efficient solution as a new system and the reevaluation of the viability of the system was not required. Our payment system met CMS' security, risk acceptance level, and other federal mandated requirements, and was connected to various federal databases/systems in production. As a result of our system's readiness to handle the WTC initiative and our previous exceptional performance rating from CMS for payment services, CMS was able to



realize a minimal risk expeditious program implementation. The downstream impact from NGSFS' previous expertise in payment services and ability to expeditiously accommodate the WTC initiative promotes ease of doing business for WTC payees and therefore assists in ensuring continuous service levels for those medically impacted by 911.

**Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)**

The WTC project should be considered as a best practice for several reasons: NGSFS provides more than a payment service for the WTC project because we afford CMS a comprehensive financial solution that ranges from financial to data management. This all-inclusive approach provides CMS with a single source to accommodate federal business needs for the project rather than seeking multiple providers to meet the program's needs. As a part of the comprehensive approach, we implemented a federally approved payment system with a flexible architecture that allows for expedient implementations. Our system therefore affords CMS a timely and cost-saving option for ongoing business needs to service the WTC contract within federal mandated constraints. NGSFS also has a history of exceptional performance for providing similar services for the government, which provides CMS a confidence level for business/security dynamics in addition to the anticipated expected outcomes for contract performance. The primary factors of providing a comprehensive solution, creating flexible payment systems, and excellent past performance of similar services allowed NGSFS to be aligned for the WTC project award. The CMS evaluation of the program received a rating of Exceptional in all 25 categories. As Wayne Slaughter reported in his evaluation of WTC, "NGS has been exceptional in all areas."

**If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)**

NGSFS has been able to serve those who served our nation during this crisis. As such, NGSFS has paid more than seventy million dollars in claim payments and implemented multiple service enhancements for the project to ensure continuous improvement. We have also partnered with various vendors and other business partners to increase our ability to service payees who have provided treatment to "responders and survivors who live outside the New York City metropolitan area" (EHS Today). NGSFS' goal is to continue to provide a flexible platform with best in-class service to continuously meet the evolving needs of the community impacted by the 911 tragedy. Reference: <http://ehstoday.com/health/niosh-commemorates-first-anniversary-world-trade-center-health-program>