# 2.3.9 Subcontractors

## Reasons for Subcontracting

We selectively deploy the services of "best-in-class" suppliers in specific areas such as information technology applications management, print/mail services, customer service, etc. Such subcontracting relationships are developed and managed to enable alignment with and progress on our promise of simplifying the connection between health, care and value for our members and customers.

All subcontracting arrangements have policies and procedures in place to ensure that personal health information (PHI) and other personal information remains secure. We typically conduct an annual audit of subcontractors and use the audit results to evaluate the continuation of our relationship with the subcontractors.

## Subcontractor Selection Criteria

When required, we choose suppliers to assist us in the administration of our plans to benefit from their specific expertise. In so doing, we will evaluate potential cost savings, administrative efficiencies, staffing, accreditations, service levels and technology to assess how much value the partnership would offer us and our clients. In addition, we evaluate each subcontractor's disaster recovery plan, operations management capabilities and quality training capabilities.

We partner with companies that have proven high levels of consumer advocacy, including an understanding of patient privacy laws. We have a dedicated group of professionals governing our supplier sourcing initiatives and uses best-in-class methods to monitor and ensure HIPAA compliance. Additionally, our suppliers are contractually obligated to perform their duties in a manner compliant with HIPAA including, but not limited to, physical security, technology security, vendor employee training, and procedures employed by vendor.

Each supplier contract is multi-year with renewal clauses. Contractual information between us and the ancillary provider is considered proprietary.

We currently have standard integration operating procedures with our vendors that include data feeds, exchange of benefits, and the member eligibility and referral processes. Integration needs are addressed by identifying a project team and creating a project plan for implementation. Our business partners are an extension of our company and, therefore, understand and apply all patient privacy laws and information security protections, as well as other applicable laws.

We take patient privacy issues very seriously and ensure that our business partners do the same.

We use quality review teams to rigorously monitor vendor performance and we assess penalties where performance fails to meet established expectations. Our operations teams frequently require key training and management staff to visit supplier locations to certify vendor trainers and conduct operational reviews.

In addition to frequent visits by our management staff to these facilities, we also regularly review other aspects of vendor performance, including ongoing financial stability, adherence to privacy procedures, business continuity, ongoing geographic stability, effective vendor-plan account management structures, and technology standards, and quarterly business reviews are held to review performance, issues and drive resolution. We follow the same evaluation process for each subcontractor. We have also instituted an ethical sourcing initiative across the enterprise to ensure that our business partners treat their employees based upon United Nations and other international standards and adhere to strict security and general facility standards on behalf of their own employees.

For Information Technology (IT) subcontractors, IT conducts quarterly reviews with each of our preferred capabilities sourcing suppliers. These reviews are conducted with the IT teams leading the initiatives that our preferred vendors are involved in. The purpose of the reviews is a two-way dialogue to share status, issues, risks, financials, and opportunities with our vendor partners. The vendors prepare a status update on all current and completed work for the quarter.

## Subcontractors Supporting the State of Indiana’s Account

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| Name | Primary Services | Primary Service Location | HQ Location |
| Accenture | Supports back office enrollment, billing, and claims processes / IT application development | Manila, Philippines Laoag, Philippines Cebu, Philippines Chennai, India | 1 Grand Canal Square  Grand Canal Harbour  Dublin DO2 P820  Ireland |
| Accordant | Rare condition disease management | United States | 920 Broadway  15th Floor  New York, New York 10010  United States |
| Advanced Medical Reviews (AMR) | Medical reviewers | United States | 600 Corporate Pointe  Suite 300  Culver City, California 90230  United States |
| Advent Health Partners LLC | Provider/member claims correspondence review; software solution for medical records indexing in select markets/systems | United States | 301 Plus Park Boulevard  Suite 215  Nashville, Tennessee 37217  United States |
| Alorica | Call center for providers/claims status | Mezza, Philippines | 11808 Miracle Hills Drive  Mason, Ohio 68154  United States |
| American Well | Telehealth services | United States | 75 State Street  26th Floor  Boston, Massachusetts 02109  United States |
| Availity | Provider portal and EDI gateway provider for claims submission for medical and dental claims | United States | 5555 Gate Parkway  Jacksonville, Florida 32256  United States |
| Beacon Health Strategies | Behavioral health services | United States | 200 State Street  Boston, Massachusetts 02109  United States |
| CareEvolution | Strategic partner for clinical data acquisition | United States | 625 N. Main  Ann Arbor, Michigan 48104  United States |
| Castlight | Provider finder | United States | 150 Spear Street  San Francisco, California 94105  United States |
| Clarity Software Solutions Inc. | Document management, form creation, and fulfillment (ID cards) | United States | 92 Wall Street  Suite 1  Madison, Connecticut 06443  United States |
| Cognizant | Back office support for enrollment, billing, and claims processes | Chennai, India Hyderabad, India Bangalore, India | 5255, Corte Estima  Apt. 63  Camarillo, California 93012  United States |
| Concentrix | Provider support for general questions, such as benefits/eligibility and claims status. | Cebu, Philippines Quezon, Philippines | 201 East Fourth Street  Cincinnati, Ohio 45201  United States |
| Conduent (Xerox) | Print and mail services (e.g., bulk mailings of EOBs, open enrollment docs, checks) | Manila, Philippines Bangalore, India Draper, Utah Erlanger, Kentucky Plano, Texas New York, Connecticut, Virginia | 100 Campus Drive, Suite 200  Florham Park, New Jersey 07932  United States |
| Council for Affordable Quality Health | Clearinghouse for COB; funded by multiple insurers | United States | 2020 K Street NW  Suite 900  Washington, DC 20006  United States |
| CulturaLink (through Cyracom) | Face-to-face translations | United States | 2650 E. Elvira Road  Tucson, Arizona 85756  United States |
| Cyracom | Interpretation phone support | Tucson, Arizona Chandler, Arizona Las Cruces, New Mexico Houston, Texas Flushing, New York Tampa, Florida | 2650 E. Elvira Road  Tucson, Arizona 85756  United States |
| Eliza | Member satisfaction survey--clinical programs | United States | 75 Sylvan Street  Suite B-205  Danvers, Massachusetts 01923  United States |
| Exela (SourceHOV) | Claims support | Manila, Philippines Chennai, India Englewood, CO El Paso, TX California, Atlanta | 2701 E. Grauwyler Road  Irving, Texas 75061  United States |
| EXL | Provider call center/claims review | United States | 280 Park Avenue  New York, New York 10017  United States |
| Genpact International | Pricing configuration management | Hyderabad, India Guragon, India | 40 Old Ridgebury Road  3rd Floor  Danbury Connecticut 06810  United States |
| Healthcare Subrogation Group | Medical claim reviews for third-party liability | United States | 375 Bridgeport Avenue  2nd Floor  Shelton, Connecticut 06484  United States |
| Healthwise | Decision support and clinical resources | United States | 2601 N. Bogus Basin Rd.  Boise, Idaho 83702  United States |
| IBM | End-user services/data center services/IT application development | United States | 1 Orchard Road  Armonk, NY 10504  United States |
| Legato (Anthem Wholly owned Subsidiary) | Claims administration; enrollment and billing; benefit coding/configuration; provider credentialing; utilization management; analytics and reporting; application support; specialty business support; digital solutions | India Philippines | 220 Virginia Avenue  Indianapolis, Indiana 46204  United States |
| LinkWell | Healthy Options (coupons for healthy purchases) | United States | 175 Highland Ave.  Suite 404  Needham, Massachusetts 02494  United States |
| Maxim | Worksite wellness screenings and flu shots | United States | 7221 Lee DeForest Drive  Columbia, Maryland 21046  United States |
| Medxm | House call health evaluations and member outreach | United States | 1241 E. Dyer Road  Suite 150  Santa Ana, California 92705  United States |
| MultiPlan, Inc. | Claim consulting services, including negotiations and pricing for eligible claims submitted by non-participating out-of-network providers | United States | 115 Fifth Ave #7  New York, New York 10003  United States |
| Oracle | Anthem.com Message Center | United States | 500 Oracle Parkway  Redwood Shores, California 94065  United States |
| ProofPoint | Email encryption services | United States | 892 Ross Dr.  Sunnyvale, California 94089  United States |
| Rawlings | COB data mining: analysis of claims and eligibility data to identify members that have coverage with another payor that should pay primary over their Anthem coverage | United States | One Eden Parkway  La Grange, Kentucky 40031  United States |
| RR Donnelly | Member communications printing | United States | 35 West Wacker  Chicago, Illinois 60601  United States |
| Strout | COB data mining: analysis of claims and eligibility data to identify members that have coverage with another payor that should pay primary over their Anthem coverage | United States | 7223 Lakewood  Dallas, Texas 75214  United States |
| Sutherland | Provider credentialing | Hyderabad, India Chennai, India | 2 Brighton Road Suite 300  Clifton, New Jersey 07012  United States |
| Village Health | Kidney disease program (end stage renal disease) | United States | 2000 16th Street  Denver, Colorado 80202  United States |
| WebMD | Personal Health Record (PHR) functionality: Securely keep a record of personal health information such as member medical conditions, doctor visits, and medications; Health Risk Assessment, Mobile Health Record, Health Manager | United States | 2701 NW Vaughn Street  Suite 700  Portland, Oregon 97210  United States |
| WinFertility | Fertility benefits administration | United States | 1311 Mamaroneck Avenue  White Plains, New York 10605  United States |
| Work Place Options | Identity theft resolution; Resource Advisor program | United States | 2912 Highwoods Boulevard  Raleigh, North Carolina 27604  United States |