

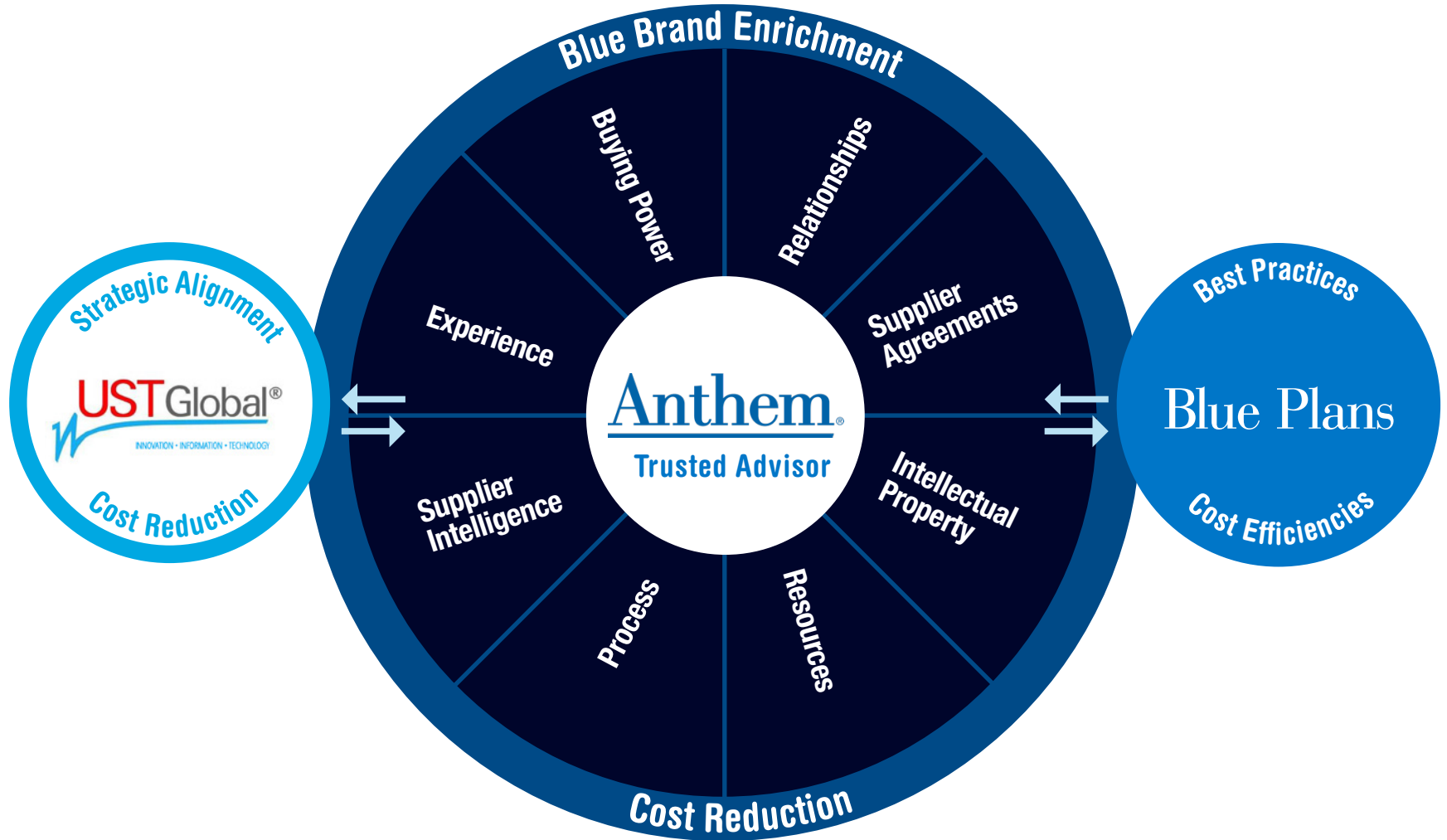
A Proven Partnership To
Create New Opportunities
And Success For You.

Anthem®

USTGlobal®
INNOVATION • INFORMATION • TECHNOLOGY

For 14 years we have been working together
to tackle healthcare's most pressing business
challenges. Our goal is to leverage those experiences
and our expertise to benefit you.

A proven partnership that works for you by delivering cost benefits, industry knowledge, tested solutions and results.



Anthem's reasons for partnering with **UST Global** are clear.

Long-term relationship focused on value

Speed and flexibility

Continuous innovation

Global operations and efficiencies

Client-centric engagement model

Proven track record of executing work on time and on budget



UST Global was recognized as one of Anthem's Top 10 Strategic Business Partners in 2012, and in 2014 UST was named as Anthem's Best Health Care Analytics Partner.



For more than 14 years, our commitment to Anthem's success has produced results that speak for themselves. We can apply key learnings and solutions to accelerate similar objectives for your organization.

Named Best IT Partner in Health Care Analytics

- Chosen as a top 10 Anthem strategic partner, and 1 of only 3 in technology services
- Took over provider and member portals – reduced support by 2/3rds from prior levels
- Contributed to improving Claims system Auto Adjudication rates from ~50% to >85%

- Took over failing release and delivered it in 2 months with 0 post-launch support calls from users
- 1st successful migration of legacy claims system (retiring Diamond 950)

- Automated new client implementation reducing time to market from months to 6 weeks, and reducing support team from 70 to 25
- 1st introduction of monetization opportunity for drug & formulary application
- Automation of Dental Financial Queue/new client setup, reducing the time to market from 5 months to 2 weeks

2013-14

2012

2011

2010

2009

2008

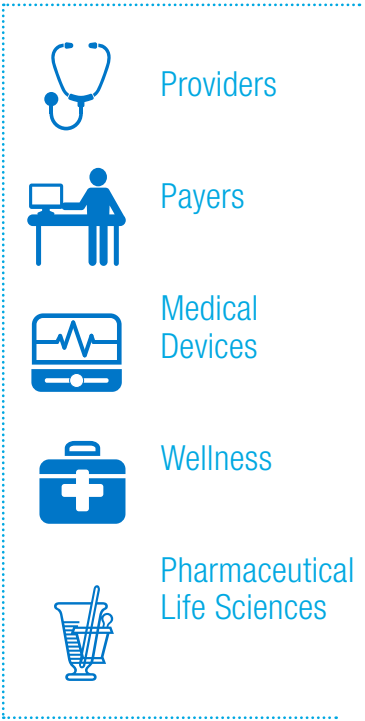
- Established near-shore Testing Center of Excellence
- Saved Anthem more than \$36M in Commercial technology costs
- Added 1.5M members through HIX and processed more than 600K HIX claims

- Improved customer satisfaction by transitioning DBA services from IBM to Anthem + UST
- Took over Shopper portal and completed projects with 0 UAT and 0 post release defects

- Chosen as a preferred consulting partner
- Helped Anthem to free itself of CMS sanctions and established Anthem as the gold standard for others



It all begins with our promise to the consumer



Together we address the healthcare industry's leading issues, creating opportunities for you:

- Consumer Engagement
- Analytics (Descriptive, Predictive, Prescriptive and Comparative)
- Business Process Outsourcing/Management
- Care Management
- Claims Processing & Payment Integrity
- Cyber Security
- Data Management
- Fraud, Waste and Abuse (Prospective & Retrospective)
- Healthcare Interoperability
- Legacy Modernization
- Pharmacy Solutions
- Provider Payer Collaboration
- Enrollment and Benefits
- Sales and Marketing Solutions



Analytics

**Highlighted
Solutions**

We help drive consumer-centered healthcare and engagement through thoughtful analytics.

UST Global's dedicated Healthcare Analytics practice derives meaningful insights and actionable information that lead to improved health outcomes and sustainable lifestyle changes. Data, previously viewed as the byproduct is now the driver of decisions when harnessed through smart tools, cloud-based infrastructure and careful design.

We integrate clinical, population, social, claims and financial data to help change the way Payers and Providers approach issues. We help our customers make intelligent and market defining decisions that improve their bottom line.

Accurate and real-time analytics are critical to:

- Care Management
- Product pricing and cost analysis
- Provider decision support and clinical pathways

We have created a world-class ecosystem of partners designed to work together for you – samples of which are include below.



Post- and pre-claim payment integrity company focused on lowering the cost of care.



Clinical interoperability, coordinated care, population health management, and analytics and reporting.



Transforms performance by changing the way people think.



Custom software services utilizing an innovative business model mixing rural, offshore and onsite resources.



Cloud-based Personal Care Record that links the patient to providers and payers through customizable clinical pathways.

ABZOOBA

Advanced analytics on outcome-based healthcare models using cost, risk and quality of care metrics.



A highly customizable, real-time interactive content creation and delivery tool. Build your own TV network.



Allows exchanging of claims between various payer platforms.



Leading telehealth provider revolutionizing the way patients interact with their healthcare provider.

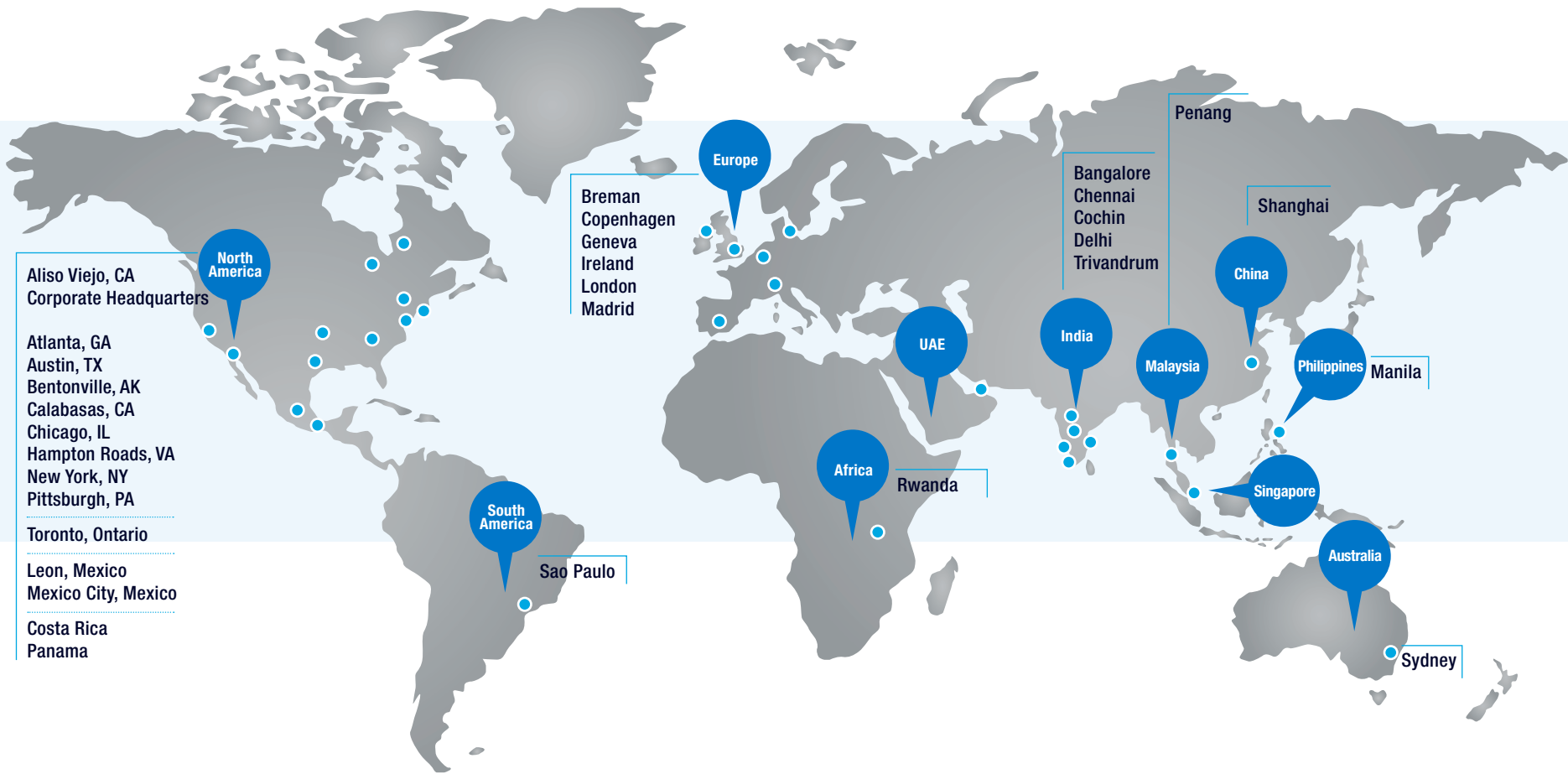


A newer and more effective way to approach enterprise data warehousing.

INTERSYSTEMS

A health informatics platform, providing advanced technology for strategic interoperability and analytics.

Founded in California in 1999, UST Global has more than 15,000 associates around the world. UST Global delivers services with world-class talent when and where you need it.



We partner with the world's industry leaders. Our experience in retail, financial services and healthcare exists to help companies achieve bottom-line results.

We invest in our community alongside our clients.

With thousands of hours dedicated by our Associates each year, together we are helping to transform lives!

UST Global is committed to advancing opportunities for women, children and veterans through dedicated programs in education, job creation and wellness.



Step IT Up America is a national program funded by UST Global, providing a vital formula to recruit, train and employ minority women, veterans and veteran spouses.





UST Global's Ready Workforce Program is designed to make partnering with us simple, easy and quick.

- UST Global provides you with a dedicated team of resources
- UST Global performs a complimentary analysis/assessment to determine team size and skill levels for effective and efficient engagement
- Our team is up to speed and productive in as little as 3 weeks with our “Train the Trainer” approach
- Backed by our Pay for Performance guarantee

**For more information,
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