

### The 2003 Outsourcing World Summit

Conference & Exposition

# Outsourcing's Role in the Healthcare Industry

Monday, February 24, 2003

Round One - 3:00 - 3:50 PM

Session D

STEVEN D. REYNOLDS

Director of Market Management, Health Information Management UNISYS CORPORATION Former CIO of Horizon/Mercy HMO Former CIO, New Jersey Department of Human Services, Division of Medical Systems and Health Services

Learn:

What healthcare executives should look for in an outsourcing partner, and how the healthcare outsourcing market will develop over the next five years.

The commercial healthcare industry consists of payer • and provider organizations, and both continue to increase spending on information technology (IT) and business process outsourcing (BPO) services. Demand comes from staffing shortages and the inability of IT departments to focus on key projects.

Health Insurance Portability and Accountability Act (HIPAA) requirements have taxed internal resources in the payer market, where implementation of e-health applications strategies dominate internal IT department efforts. Outsourcing increasingly has emerged as a vehicle to gain access to external people and technology so that internal organizations can focus on more strategic objectives.

Since 1977, Unisys has been an outsourcing partner with both state Medicaid programs, and large commercial Healthcare providers such as UnitedHealth Group. Over the next five years, the public and private healthcare outsourcing market will develop significantly as providers take advantage of the traditional back-office management and IT infrastructure capabilities of outsourcing providers.

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Key topics to be covered include:

- What should healthcare executives look for in a healthcare outsourcing partner
- What impact is payer systems technology having on the healthcare industry
- What alliances are being formed between payer systems software developers and technology services organizations
- How IT outsourcing's centralized monitoring and operations characteristics benefit a company's ability to fine-tune critical interface applications with third parties, such as AARP and physician organizations



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**STEVEN D. REYNOLDS** Director of Market Management, Health Information Management UNISYS CORPORATION

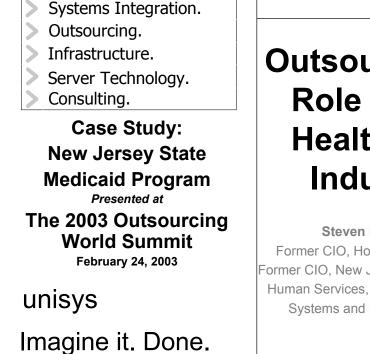
Steven D. Reynolds is Director of Market Management in Health Information Management for Unisys Corporation, with responsibility for developing solutions for customers utilizing Unisys Health Payer Application Systems (PAS).

Reynolds has more than 19 years experience in the design, development, implementation and maintenance of large-scale healthcare and other systems, strategic planning, IT alignment, and the management of diverse staff including large scale outsourcing responsibilities.

Previous to joining Unisys, Mr. Reynolds was the Chief Information Officer of Horizon/Mercy, a Horizon Blue Cross and Blue Shield of New Jersey health maintenance organization, charged with aligning the information systems with Horizon/ Mercy's business strategies and initiatives. Prior to that, he served the New Jersey Department of Human Services' Division of Medical Assistance and Health, most recently as Assistant Director/CIO.

Mr. Reynolds has held positions in health information technology with Affiliated Computer Services and MAXIMUS, Inc., a government services firm, where managed the selection of a pharmacy benefit system for the State of Massachusetts, and implementation of a new claims processing system in Oklahoma.

Mr. Reynolds earned a master's degree in public administration, a bachelor's degree in business administration and certification as a public manager from Rutgers University in New Brunswick, N.J.



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