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BSE Limited

Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.

Scrip Code : 532859

National Stock Exchange of India Ltd.

"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.

Symbol : HGS

Dear Sirs,

Sub: HGS AxisPoint Health to Speak at SNP Alliance Spring Roundtable

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Thanking you,

Yours faithfully,
For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

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Corporate Identity Number: L92199MH1995PLC084610

HGS AxisPoint Health to Speak at SNP Alliance Spring Roundtable

Whole Person Care Industry Leader to unpack multimodal strategies to increase engagement and re-engagement of D-SNP Population

Chicago, Apr 6, 2021: Hinduja Global Solutions (HGS) (listed in BSE & NSE) announced today that Michele Kratz, Vice President of Operations for its subsidiary, HGS AxisPoint Health LLC (HGS AxisPoint Health), will be presenting on “Member Engagement Using a Multimodal Approach” at the Special Needs Plan (SNP) Alliance Spring Roundtable on Thursday April 8 at 10:00am ET. The SNP Alliance is the leading voice for specialized health plans for those that need them most, focusing on improving the health and well-being of individuals living with significant, complex needs through specialized managed care.

“The use of technology to strengthen member engagement has evolved rapidly in response to the COVID-19 pandemic,” said **Michele Kratz, Vice President of Operations for HGS AxisPoint Health**. “We will explore strategies to incorporate the use of technology to increase engagement and re-engagement of the Dual Special Needs Plan (D-SNP) population. The need to go deep into the local community is essential for engaging and understanding D-SNP membership needs. We will discuss incorporating Community Health Workers into the MOC 2 model to support initial and ongoing engagement of a D-SNP membership.”

The Company also announced the introduction of its next generation Special Needs Plan (SNP) Model of Care solution, one of the only programs of its kind specifically designed to take a “whole person” approach to care management for members. According to CMS.gov, “The MOC provides the basic framework under which the SNP will meet the needs of each of its enrollees...ensuring that the unique needs of each enrollee are identified by the SNP and addressed through the plan's care management practices.” AxisPoint Health’s version 2.0 of its longstanding SNP MOC solution adds additional capabilities regarding identification, engagement, and addressment of social determinants of health (SDoH).

“With [90% of the nation’s annual health care spending going toward chronic disease and mental health conditions](#), a whole person approach is critical to lowering health care costs and improving health outcomes. Our SNP Model of Care uses data analytics to stratify all members and deploys both telehealth clinicians and locally-based community health workers to meet these individuals ‘where they are’ to boost engagement and address health barriers,” said **Ramesh Gopalan, President of HGS Healthcare**.

“COVID-19, which has caused [more than 40% of Americans to report at least one mental or behavioral condition](#), has illuminated the need for payers to partner with Whole Person solutions within their SNP Model of Care which target the most at-risk and impactable members and aims to understand holistic health barriers, including behavioral and social determinants of health, in order to develop individualized care plans for their needs,” said **Zac Fritz, CEO at HGS AxisPoint Health**.

Key benefits of AxisPoint Health’s SNP Model of Care solution include:

- Engage hard-to-reach members, and complete all HRAs
- Meet SNP regulatory requirements
- Avoid failed audits, corrective action plans, and financial penalties
- Earn superior CMS Star Ratings

“The next generation of our SNP Model of Care solution, which combines robust analytics with high-touch engagement to meet vulnerable members ‘where they are,’ presents a major step forward for addressing health disparities and inequalities in our country,” **Fritz added.**

The launch of AxisPoint Health’s latest SNP MOC program comes three years after HGS’s acquisition of AxisPoint Health, one of the few care management services to provide MOC 2: Care Coordination as an outsourced service to SNPs. According to NCQA, “Care coordination helps ensure that SNP beneficiaries’ health care needs, preferences for health services and information sharing across health care staff and facilities are met over time. Care coordination maximizes the use of effective, efficient, safe, high-quality patient services (including services furnished outside the SNP’s provider network) that ultimately lead to improved health care outcomes.”

To explore more about AxisPoint Health’s SNP Model of Care solution, check out <https://AxisPointHealth.com>.

About Hinduja Global Solutions (HGS)

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 41,110 employees across 59 delivery centers in seven countries, making a difference to some of the world’s leading brands across nine key verticals. For the year that ended 31st March 2020, HGS had revenues of US\$737 million.

Visit teamhgs.com to learn how HGS can help make your business more competitive.

About HGS AxisPoint Health (an HGS company)

HGS AxisPoint Health is a whole-person care management services company focused on identifying and addressing the root causes of behaviors that worsen physical health. APH reduces medical costs, improves regulatory compliance, and increases member satisfaction. Trust and relationship building are at the core of our approach, which combines industry-leading predictive analytics, a proprietary rules-engine, specialized clinical content, and passionate clinicians who care about the members’ success. AxisPoint Health is wholly owned subsidiary of HGS acquired in April 2018. The company is fully accredited by NCQA for Population Health, Disease Management, and Case Management.

Visit <https://AxisPointHealth.com> to learn how HGS AxisPoint Health can reduce your cost of care while making your health plan compliant.

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PRESS RELEASE



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