

Taking Technology Personally: CNSI Managing Director Gaurav Maini profiled in Forbes India



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CNSI Managing Director Gaurav Maini uses his healthcare technology background to improve lives with a unified global team. As an executive with Epic Systems in Wisconsin, United States, Gaurav Maini was no stranger to on-site technology implementations. When his own children were due to be born, Gaurav went to the local hospital to personally test the electronic health record systems that would empower his family and their medical providers. This fundamental connection to the humanity of healthcare technology now drives Gaurav's work as Senior Vice President and Managing Director for India at U.S.-based CNSI. CNSI delivers health information technology solutions and customizable products to state and federal

agencies in the United States, where it is headquartered. With a major technology center in Chennai since 2004, CNSI employs a world-class team of engineers, program managers, and subject matter experts with large-scale technology implementation experience. When CEO Todd Stottlemeyer selected Gaurav Maini to lead CNSI's India operations in October 2020, he stated, "Gaurav knows what it takes to build and deploy solutions to help us improve health outcomes, better manage population health, and bend the cost curve."

Prior to CNSI, Gaurav Maini spent eight years as Managing Director of Philips VitalHealth Asia Pacific, establishing Philips as a leading provider of solutions focused on health data, coordination of care, and patient and clinician engagement. He is passionate about the confluence of technology and healthcare. "I get to follow that passion through CNSI's vision: to be the market leader and most trusted partner for innovative and transformative technology-enabled solutions that improve health and social services outcomes and reduce costs," says Gaurav.

Gaurav has extensive experience with the complexities and costs of healthcare technology systems in the U.S. After earning his master's degree from Texas A&M University, he held technical leadership roles in both the U.S. and India. There he witnessed the difference between U.S.-based firms who used their India operations as purely back-office support and those who operated as a single, global team. "The CNSI core value of 'One Team – One CNSI' is critical to our 'follow the sun' model that allows us to keep pace with the evolving needs of our government healthcare customers," he asserts. He detailed the keys to help multinational employees work collaboratively in the article, "Building Medical Claims Processing Software From 12 Time Zones Away," in the September/October 2021 edition of IEEE Software.

Much of the multi-billion-dollar expense in U.S. Medicaid information systems – CNSI's core product area – is driven by

the complexity of processing medical insurance claims. Over 200 pieces of data make up the average Medicaid payment claim submitted by a healthcare provider. Over 250,000 claims per day are submitted to the average state Medicaid agency. CNSI integrates patient data and artificial intelligence technology to reduce manual claims review time and expense. CNSI processes more than 1.3 billion claims per year across U.S. federal and state environments, totaling more than \$135 billion in payments to over 700,000 care providers. Again, Gaurav Maini points out the human impact within these volumes, "Our products are connecting patients to their healthcare data or reducing administrative burden for overworked healthcare providers. One in fifteen Americans is affected by our work in this vital and personal area of their lives." He adds, "We take this very seriously. I take this personally."

Work, purpose, and healthcare have never been more personal for Gaurav and his CNSI team than during the COVID-19 pandemic. He oversees rapid team growth as part of CNSI's global HR strategy. "We're driving healthcare transformation by attracting diverse talent, creating an inclusive culture. We listen to our teams and continue to evolve our employee engagement and development programs," he states. Gaurav was instrumental in developing CNSI's "Future of Work" policy to make remote or hybrid work arrangements permanent, adding investments in employee safety and satisfaction. He adds, "Recruiting from across India – not just Chennai – is critical to adding top engineering talent to our team."

CNSI's growth shows no signs of slowing. With multiple contract awards in 2020 and 2021, demand for CNSI solutions remains high. "With the December 2021 acquisition of CNSI by Carlyle Group, one of the world's largest, global private equity firms, CNSI has powerful backing to continue our mission," he adds. "I am here because this is the place to do challenging work with talented people, to be recognized and rewarded for our efforts, and to know that our work has

meaning.” Whether building a better medical record for his children or building a better workplace for his teams, Gaurav Maini is taking this personally.