



## Revenue Cycle Management Services

### Streamline and Transform Your RCM Processes

Efficient cash flow offers provider organizations greater financial flexibility for managing routine operations as well as longer-term industry challenges. Yet the revenue cycle management (RCM) process for providers tends to be fragmented and inefficient. As such, RCM provides a large target for process improvement and operational efficiency, which if attained can advance business-critical cross-organizational cost reduction and business effectiveness initiatives. By re-engineering RCM processes that consume valuable time and resources, provider organizations can gain the financial agility needed to excel in these challenging times.

Our industry leading Healthcare Practice has the skills, resources and technology to help you streamline and transform your revenue cycle, unlocking such benefits as:

- **Improved cash flows** by as much as 10% to 20% through faster billing and payment posting turnaround and eliminating delays, denials and errors.
- **Increased savings** by enabling you to more effectively deploy in-house RCM staff, avoid capital investments in information technology and reduce operating expenses.
- **Improved analytical insights** through detailed, real-time reports and forecasts, enabling you to make better-informed decisions.
- **Decreased claim denials** through greater accuracy during the claims coding and submission process for complete and accurate reimbursement.

- **More efficient resource allocation** so you can help your institution focus on its core business of delivering high quality care.

#### Combining Healthcare Expertise, IT Resources and Business Process Outsourcing

By applying our deep and wide array of experience, skills and technology, we provide the RCM solution that's optimal for your specific situation. Our in-depth understanding of how your RCM processes intersect with the business, as well as our processes knowledge across the entire healthcare sector, provide the insights necessary to optimize your RCM to its fullest. Couple this with our demonstrated expertise building, maintaining and extending applications across each and every industry segment, and we are clearly the partner of choice for your RCM solution.

Moreover, our deep and practical industry knowledge, combined with our blended consulting, IT and business process outsourcing services, ensures that we can meet your needs across the RCM value chain. Our expertise includes:

- **Medical Coding:** Our experienced coding teams have CPC, AHIMA and other key certifications and can handle all data entry, ICD, procedural and DRG coding, as well as a range of coding specialties, including radiology, emergency department, anesthesiology, surgery and more. Automation supports our teams by identifying and reducing coding errors.



*Cognizant in action: For one client, we increased coding accuracy from 95% to 98.5% by analyzing and addressing the types of errors and using business rules to identify coding errors before claims submission.*

- **Billing and Corrections:** Our billing process management includes charge entry with patient demographic data; pre-billing edit resolutions; hard copy claims filings; electronic claims generation; and charge master review.

*Cognizant in action: We helped one client reduce its manual efforts in transferring claims from its coding system to its billing system by 55% through a variety of automation and business rules that ensured all charge data was transferred from the coding application to the billing system; identified all front-end rejections to be cleared; and spotted missing patient details before claims submission.*

- **Accounts Receivable Management and Patient Billing:** Our associates ensure timely follow-up on your outstanding receivables to consistently meet and exceed monthly collection targets. Accounts receivable management services include cash posting, AR follow-up, EOB processing; and if desired, patient balance follow-up.

*Cognizant in action: We reduced accounts receivable resolution time from 70 days to 55 days for one provider. We analyzed the reasons for delays and implemented a work-tracking tool to help associates monitor, follow-up on and resolve outstanding accounts.*

- **Denial Management and Appeals:** We can manage your entire appeals process, from analysis of root causes of denials to following up with payers to rebilling with any necessary appeals correspondence.

*Cognizant in action: We increased cash flow for a provider by creating a workflow that ensures 100% timely filing of denial appeals. The process is further streamlined by automated creation of appeal letters and rebilling, which has cut 90% of the transaction completion time.*

## Cognizant: ICD-10 Ready

With Cognizant as your RCM partner, you can be confident of being ICD-10 compliant and process efficient. That's because we already are helping leading healthcare companies prepare for and implement the ICD-10 code sets. As your in-house professionals transition to the new code sets, you'll be able to maintain RCM productivity because our coders are ICD-10 trained and ready today.

Our approach to ICD-10 will also help further streamline your RCM processes. We help clients unlock the value in the ICD-10 transition so you'll experience productivity gains and higher quality processes in tandem with being ICD-10 compliant.

## Committed to Your Success

Today's challenging healthcare environment demands that your institution have financial agility. We are committed to ensuring your RCM processes are as efficient and as effective as possible.

To learn more about partnering with Cognizant on your RCM processes, please contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit us at [www.cognizant.com](http://www.cognizant.com).

## About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 137,700 employees as of December 31, 2011, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at [www.cognizant.com](http://www.cognizant.com) or follow us on Twitter: Cognizant.



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