Cognizant TruProvider®
A cohesive approach to provider data management

TruProvider provides health plans with a one-stop-shop solution to enable holistic provider data management enabling payers can focus on innovation and quality care.

Introduction
Obsolete provider data is one of the top five issues challenging today’s health plans. An industry-wide problem, provider directory inaccuracies are prominently featured in news reports and on regulatory agency priority lists.

Changing at a rate of 3% each month, health plans struggle to maintain a trusted view of provider data—at an estimated annual cost of $2.1 billion, overall. This situation also cripples a plan’s ability to innovate, achieve quality CMS Star ratings and maintain financial margins.

Further, payers are now facing stiff penalties for erroneous/out-of-date provider information. As health plans look for better ways to keep their directories in compliance, it is clear that a more holistic approach is imperative to solving provider directory, credentialing and network adequacy issues and to establishing quality data management.

CMS requires plans to monitor and conduct regular updates of their provider network data. If health plans have out-of-date provider directories, they could face one or more of the following financial penalties:

- CMS can fine health plans up to $25,000 per Medicare beneficiary for errors in Medicare Advantage plan directories.
- Fines of up to $100 per beneficiary can be applied for mistakes in plans sold on HealthCare.gov.
- State-level mandates vary and penalties can be even more severe—with a higher administrative burden for plans with multi-state networks.
The Cognizant TruProvider platform
An end-to-end solution for provider data management

Cognizant’s TruProvider solution is an integrated provider management platform that cohesively operationalizes the key business functions of the provider life cycle right from onboarding, credentialing, enabling day to day provider operations, generating provider directories to enabling audits and more. Coupled with robust workflows, SLA tracking abilities, in-built checklists, role-based dashboards, canned reports and letters, Cognizant’s TruProvider proves to be an ideal one-stop shop for provider credentialing and data management.

TruProvider key business functions

TruProvider plays a significant part in operationalizing the provider life cycle and related activities in a payer landscape.

TruProvider can be delivered in an “on-premise” or SaaS/BPaaS model that helps payers react quickly and effectively to evolving business conditions. This highly cost-efficient solution combines domain expertise, efficient business processes and a cloud-based infrastructure.
An end-to-end BPaaS model drives cost optimization, service excellence and market agility so health plans can focus on core business strategies.

TruProvider’s modern enterprise architecture, real-time data integration capabilities, smart data cleanse features, automated sanctions and intuitive dashboards make the TruProvider platform a sophisticated and comprehensive provider data management platform.

Key differentiators of TruProvider platform solution

The TruProvider platform is equipped with several value enablers that combat the typical provider data management challenges faced today.

**Bot based Sanction Monitoring**
Robotic automation for sanctions monitoring to support the termination of sanctioned providers

**Smart Data Cleanse**
Built-in data cleansing framework to handle multiple customer file formats and improve data accuracy

**Microservices Architecture**
Enables journey toward modern distributed enterprise systems

**Automated Productivity Tracking**
Dashboards for tracking productivity/SLA compliance

**Real-Time Data Loads**
Seamless integration with NPPES and CAQH data sources, etc.

**Process Compliance**
Configurable workflow and checklist adhering to NCQA process standard

**Provider Audit**
Enablement of controls and reports for external audit readiness

**TruProvider value enablers**
- Seamless integration with SharePoint
- Traceability through audit logs
- Role-based security enablement
- Multi-level dashboards and SLA tracking
- Step-wise semi-automated checklists
- Data quality improvement
- Comprehensive report library of 30+ reports
- 30+ predefined letter templates
- Configurable metadata
- Extensive reporting/letter generation capability
Benefits of the TruProvider platform

Accurate Provider Data
- Unified and streamlined provider data management
- Reduced payment discrepancies due to clean data
- Improved data quality index and directory accuracy

Optimized Cost of Operations
- Paperless processing efficiencies
- Centralized workflow enablement reduces manual handoffs and inaccuracies
- Effective productivity management and monitoring via dashboards and reports

Innovation and Agility
- Intuitive user experience
- Intelligent data analytics
- Smooth systems interoperability

Simplified Regulatory Compliance
- Efficiency in overall quality Star ratings
- Pre-audit process to flag non-compliant elements
- Enables timely adherence to compliance requirements

Reach your objectives faster
In addition to the TruProvider platform, Cognizant offers an extensive line of solutions and services that harness the power of digital to optimize your business. Achieve new levels of performance and efficiency with Digital Business, Digital Operations and Digital Systems, and Technology capabilities from Cognizant.

Contact us at TruProvider@Cognizant.com or visit us online at www.cognizant.com.

Citations
1. HIMSS provider analysis report
2. Becker’s Hospital review report
3. CMS chart outcome sourced from CMS provider data finding report 2018 (November)

About Cognizant
Cognizant’s Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry’s most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.