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 $2.1B, overall. This situation also cripples a plan’s ability to innovate, achieve quality star ratings and maintain financial margins.

Further, healthcare payers are now facing stiff penalties for erroneous or out-of-date provider information.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

• Starting 2016, CMS requires plans to monitor and conduct regular updates of their provider network data.

• 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 E2E BPaaS solution for Provider Data Management

A one-stop shop for provider data management, Cognizant’s TruProvider solution is an integrated provider management platform. TruProvider cohesively operationalizes the key functions of the provider lifecycle by integrating robust workflows, SLA tracking abilities and role-based dashboards.
TRUPROVIDER - KEY BUSINESS FUNCTIONS

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

Onboarding
- Lead Management
- Provider data entry & Verification

Contract Assignments
- Contract data entry (pending Credentialing)

Credentialing / Re-credentialing
- Profile creation
- CVO & CAQH data verification

Sanctions Monitoring
- Sanctions monitoring through portals
- Termination of Sanctioned providers

Provider Directories
- Error free provider directories
- Extracts for web & print directories

Downstream Integration
- Integration with doc. mgmt. repository
- Integration with FACETS

Provider Operations
- Provider data mnt.
- Vendor load process
- Mass updates for provider data changes

Welcome Kit
- Welcome & contract letters to providers
- Termination letter for Sanctioned providers

TruProvider can be delivered as an on premise application or via a Business Process as a Service (BPaaS) model that helps healthcare organizations react quickly and cost-effectively to evolving business conditions. This highly efficient solution combines domain expertise, straight-through business processes and a Cloud-based infrastructure.

An end-to-end BPaaS model uniting TruProvider Digital Capabilities and Cognizant Digital Operations drives cost optimization, service excellence and market agility so you can focus on core business strategies.

THE TRUPROVIDER PLATFORM - E2E SERVICE SPECTRUM
Why TruProvider?

Powered by a spectrum of service enablers and our vast experience working with healthcare providers, Cognizant’s TruProvider platform delivers effective provider data management that minimizes disruption to processes such as claims adjudication and allows room for increased efficiencies in key downstream metrics.

REACH YOUR OBJECTIVES FASTER

In addition to TruProvider, we offer 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.
ABOUT COGNIZANT

Cognizant (Nasdaq:100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.