

Insurance

# Make key moments count in the employee absence journey





## Hidden costs of inefficient absence management

- **High claim processing costs:** Manual processes, errors, and slow resolution drive up expenses.
- **Inefficient intake process:** Complex forms, unclear communication, and lengthy delays frustrate employees and managers.
- **Low customer self-service adoption:** Underutilized self-service portals lead to increased administrative burden.
- **Delayed claim processing:** Slow turnaround times impact employee productivity.



## Transforming absence management with AI-Powered efficiency

- **Automated absence/claim intake:** Intelligent automation handles initial processing, reducing manual effort and errors.
- **Real-time eligibility checks:** Instantaneous validation reduces delays and improves accuracy.
- **Data validation and grounding (Responsible AI):** Ensures data accuracy and compliance with regulations.
- **Dynamic document management:** Streamlines document handling, making the process smoother and more efficient.



## Unlocking significant ROI and enhanced customer experience

- **Reduced operational costs:** Lower administrative expenses, fewer errors, and improved efficiency.
- **Improved claim accuracy and efficiency:** Faster processing times and reduced errors.
- **Lower call center volume:** Customer can resolve issues independently.
- **Better adaptability to change:** The system can easily adapt to evolving needs and regulatory changes.
- **Increased Customer satisfaction:** A simpler, more efficient process improves morale and reduces stress.

# Ready to optimize your absence management?

## Contact information:

✉ harish.lv@cognizant.com

✉ Bharath.Mohenchander@cognizant.com



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](http://www.cognizant.com) or [@cognizant](https://twitter.com/cognizant).

### World Headquarters

300 Frank W. Burr Blvd.  
Suite 36, 6th Floor  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277

### European Headquarters

280 Bishopsgate  
London  
EC2M 4RB  
England  
Tel: +44 (0) 20 7297 7600

### India Operations Headquarters

5/535, Okkiam Thoraipakkam,  
Old Mahabalipuram Road,  
Chennai 600 096  
Tel: 1-800-208-6999  
Fax: +91 (0) 44 4209 6060

### APAC Headquarters

1 Fusionopolis Link,  
Level 5 NEXUS@One-North,  
North Tower, Singapore 138542  
Phone: +65 6812 4000

© Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners.

WF 3037753