



Case Study: Healthcare and Digital Operations

RPA Speeds Healthcare Revenue Cycle Management

A leading U.S. revenue cycle management (RCM) service provider turned to Cognizant to help streamline its benefits eligibility verification process for healthcare providers.

Accurate eligibility confirmation helps streamline claims submission to and reimbursements from health plans. It's also critical data for patients, who increasingly face greater financial responsibility for their care through high insurance deductibles, co-pays and co-insurance. The service provider's agents were manually logging into healthcare providers' portals to check patient eligibility and benefits for upcoming appointments, then updating the portal notes with the necessary information. The agents had to be familiar with more than 120 provider portals, which routinely changed every quarter.

At a Glance

A large healthcare revenue cycle management (RCM) service provider turned to Cognizant to streamline its health insurance benefits eligibility and verification process. We designed a robotic process automation (RPA) solution to fully automate the process.

Outcomes

Running 22 hours per day, five days a week, 23 software bots automatically:

- Extract and prioritize patient appointment lists from healthcare provider portals.

“Checking eligibility” meant applying more than 250 complex business rules to extract data from more than 35 fields about co-pays, co-insurance, annual deductible amounts, remaining deductible amounts, etc. When patients made appointments on short notice, agents had to complete these tasks within a day or less. It was a tedious, time-consuming process, prone to errors that could result in patients receiving incorrect information and providers submitting inaccurate claims that would be denied.

Prescription: Robotic process automation

Cognizant drew on its deep expertise in the healthcare industry to design a robotic process automation (RPA) solution that fully automated the service provider’s complete eligibility and benefits confirmation process. Running 22 hours per day, five days a week, 23 software bots automatically execute the following steps:

- Extract the patient appointment lists from each healthcare provider’s practice portal across all provider locations.
- Prioritize the appointments for further processing.
- Extract appointment details by accessing two different applications and 14 screens.
- Consolidate the output reports and confirm whether patients are eligible for benefits.
- Validate and update eligibility and benefits details in each practice’s portal.

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For more information, visit www.cognizant.com/cognizant-digital-operations

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 193 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](https://twitter.com/Cognizant).

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