

Compliance counts

Overcoming regulatory and compliance hurdles with the **Cognizant Healthcare Business Process-as-a-Service** solution



Healthcare payers are under increasing pressure to do more with less. To be profitable in today's market, health plans need to focus on revenue-generating and outcome-based activities. Many payers are turning to a business process-as-a-service (BPaaS) model for plan administration, transferring back-office and enabling functions to an experienced partner like Cognizant to concentrate internal efforts on the true business of healthcare: improving lives.

Moving the needle toward better health...



all the while...



Compliance issues can be **costly to finances** and the health plan's **reputation**.

Sanctions	Monetary fines	Loss of membership	Termination of CMS contract
Other negative repercussions			
<ul style="list-style-type: none"> Denied claims Increased number of appeals 		<ul style="list-style-type: none"> Cost of refunds or rebilling Decreased member satisfaction 	

Keeping you compliant

Compliance is more than just ensuring privacy and meeting regulations

A top-notch compliance program can do more than just help you avoid trouble; a properly administered compliance program can increase plan revenue by boosting star ratings, HEDIS® scores and other measures of success, drive new business models and contribute to membership growth.

Cognizant's BPaaS team includes an independent compliance and audit services department, governed by a compliance committee and chief compliance officer, dedicated to keeping you in front of regulatory and operational requirements.

How we do it

Our compliance team leverages insights gained from supporting CMS health plan audits and state readiness reviews for multiple health plans in multiple states to support your plan in any situation.

- Oversight and monitoring**
 - Monitor, interpret and apply state and federal regulations (CMS guidance and directives, state Medicaid rate changes and reporting requirements)
- Performance monitoring and reporting**
 - Defined methods for EDI intake and claims processing for clean encounters submissions
 - Process improvement plans to keep pace with changes
- Audit support**
 - Regulatory
 - Delegation
 - State and CMS audit assistance
- FWA and HIPAA**
 - Fraud, waste and abuse prevention and detection
 - Train team members in HIPAA, compliance and FWA
- Security**
 - Role-based security, privacy and consent
 - Policies and procedures

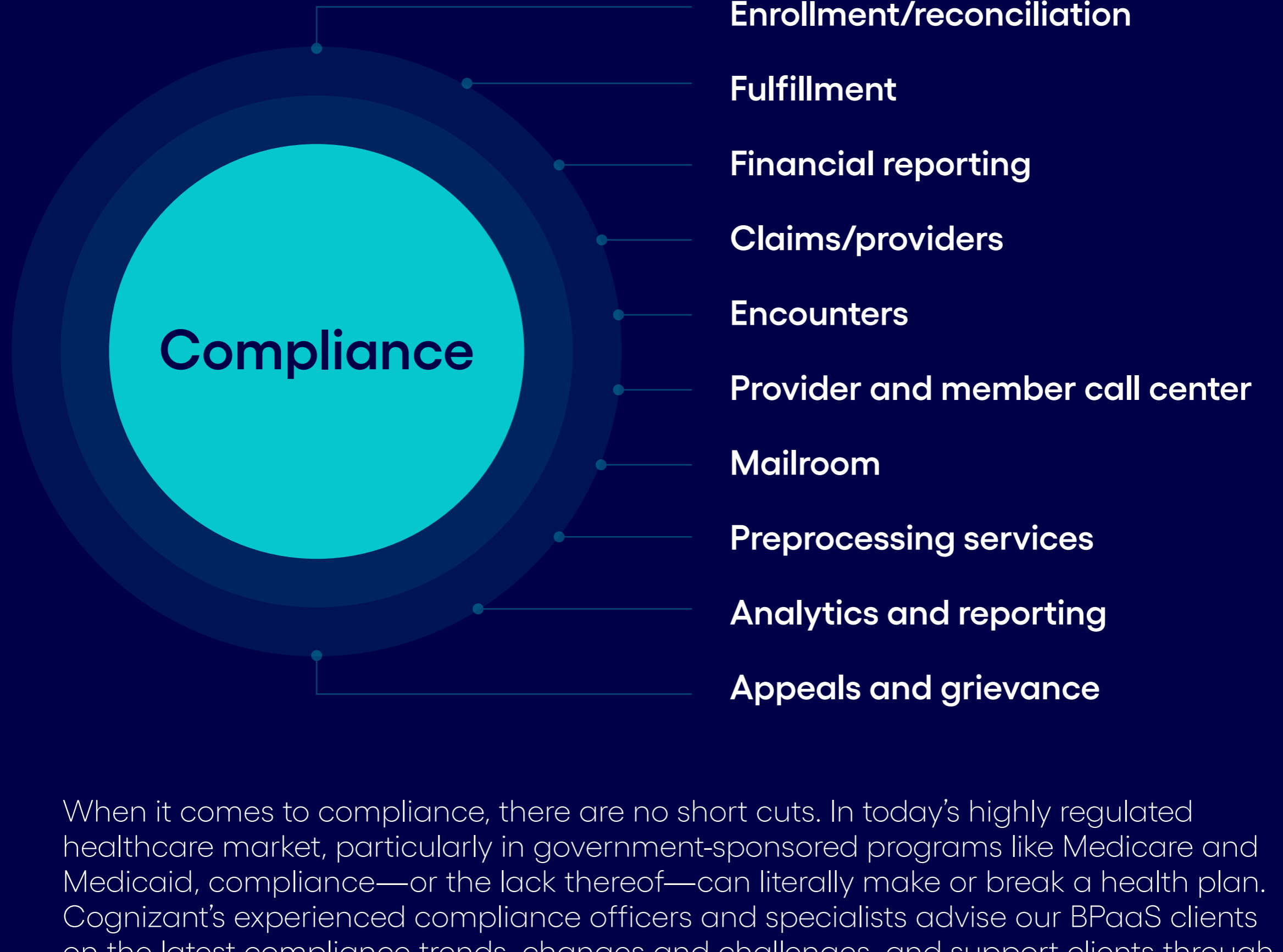
By the numbers

6.5k RPC EDV samples for CMS monitoring projects	1052 CMS memos tracked/directives received	25 client audit engagements	1 CMS program audits
8 CMS program audit universes	55 CMS program audit samples	2 CMS validation audits	5 CMS validation audit universes
70 CMS validation audit samples	8 CMS financial audits	6 CMS financial audit universes	540 CMS financial audit samples
	103 SSAE18 controls	336 state medicaid regulatory requests	

3 keys to plan administration



Cognizant has you covered



When it comes to compliance, there are no short cuts. In today's highly regulated healthcare market, particularly in government-sponsored programs like Medicare and Medicaid, compliance—or the lack thereof—can literally make or break a health plan. Cognizant's experienced compliance officers and specialists advise our BPaaS clients on the latest compliance trends, changes and challenges, and support clients through audits and other regulatory processes. When it comes to keeping your plan on top of compliance, we've got you covered!