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

Healthcare payers are under increasing pressure to do more with

less. To be profitable in today's market, health plans need to focus

Moving the needle toward better health...





all the while...



costs





and the health plan's reputation. **Termination of** Loss of

Compliance issues can be costly to finances

Sanctions

Other negative repercussions

Monetary fines

membership

CMS contract

Decreased member satisfaction Increased number of appeals

Denied claims

Cost of refunds or rebilling



Compliance is more than just ensuring privacy and meeting regulations

Keeping you compliant

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.

A top-notch compliance program can do more than just help

Oversight and monitoring

How we do it

Monitor, interpret and apply state and federal regulations (CMS guidance and directives, state Medicaid rate changes and reporting requirements)

Performance monitoring and reporting

Our compliance team leverages insights gained from supporting CMS

health plan audits and state readiness reviews for multiple health plans in



Defined methods for EDI intake and claims processing for clean encounters submissions Process improvement plans to keep pace with changes

multiple states to support your plan in any situation.

- **Audit support**
- State and CMS audit assistance

Train team members in HIPAA, compliance and FWA



FWA and HIPAA Fraud, waste and abuse prevention and detection

Security

Regulatory

Delegation

Policies and procedures

Role-based security, privacy and consent

By the numbers

6.5k **RPC EDV samples for** CMS monitoring projects

8

70

CMS program

audit universes

CMS validation

audit samples

8

1052

55

CMS program

audit samples

CMS financial

audits

103

SSAE18

CMS memos tracked/

directives received

3 keys to plan administration

Compliance

336 state medicaid regulatory requests

25

client audit

engagements

CMS validation

CMS financial

audit universes

audits

CMS program

CMS validation

audit universes

540

CMS financial

audit samples

audits

controls

Compliance



Cognizant has you covered

Compliance

Financial reporting Claims/providers

Provider and member call center

Enrollment/reconciliation

Compliance

Preprocessing services Analytics and reporting

Fulfillment

Encounters

Mailroom

When it comes to compliance, there are no short cuts. In today's highly regulated

Appeals and grievance

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!



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