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Modernize healthcare organizations' back office

Healthcare organizations today are seeking ways to modernize their operations to keep up with the significant changes impacting the industry, including technological advancements, shifts in patient expectations and changes in compliance regulations. To stay competitive and continue to deliver the level of care their patients expect, they must find a way to improve business workflows, efficiency, scalability and the continuum of care. Digitally transforming the back office through cloud solutions is key to meeting those goals. Cognizant® Healthcare in a Box, built on the Oracle Fusion Cloud ERP platform, gives healthcare organizations a digitized ecosystem to support better business decision-making and optimal patient experiences.

Executive summary

The challenges faced by the healthcare industry today represent significant opportunities for organizations in the industry—but to take best advantage of these opportunities, they must modernize their legacy back-office systems. Patient demands, the need for real-time data, evolving compliance requirements and more call upon these organizations to introduce the back office to the cloud.

Cognizant and Oracle have partnered to help healthcare organizations do exactly that—with an out-of-the-box, cloud-based solution that can digitally transform the back office. Cognizant's end-to-end platform consists of prebuilt extensions for best-in-class Oracle Fusion Cloud Enterprise Resource Planning (ERP) and Oracle Fusion Cloud Enterprise Performance Management (EPM) solutions, plus standard best practice content designed to give healthcare organizations the tools to integrate front and back offices, leverage emerging technologies, make smarter business decisions and elevate the patient experience.

Reshaping healthcare's back office in the cloud

In today's environment of continuous change, healthcare organizations are recognizing the need for an operational rethink. Facing more claims and more complex compliance requirements, they're looking for ways to improve efficiencies while scaling, driving profitability and better serving patients.

The key to achieving all these goals is to modernize the back office through digital transformation and cloud technologies. The back office is the backbone of the healthcare system, powering both the continuum of care and the industry's business growth. Companies using legacy technology systems to run back-office processes encounter a range of issues—from operational inefficiencies to lack of financial visibility and sub-par patient experiences.

Oracle and Cognizant have joined forces to help the healthcare industry embrace back-office modernization

through the cloud. Built on Oracle Cloud, the Cognizant Healthcare in a Box solution creates integrations with claims systems to keep healthcare ecosystems tightly integrated and mitigate risk. Using a defined methodology to modernize financial systems for Oracle Fusion Cloud ERP and empower large-scale implementations with payers, the Cognizant Healthcare in a Box solution delivers the tools and outcomes to help healthcare organizations keep up with the call to digitize and improve business workflows and patient care.



Improving business workflows for data-driven results

For healthcare organizations using legacy back-office systems, the rising number of claims presents a significant obstacle to growth. A larger claims workload means more back-office work, as well as more inefficiencies because of claim denials. A 2022 survey found that 30% of healthcare leaders said denials were increasing between 10-15%, and 70% of leaders said that claims management was more important than it was prior to the COVID-19 pandemic.¹

Shortening the claims lifecycle is essential to achieving greater operational efficiency and streamlined business workflows as patients demand rapid access to claims information. Providers are also seeking an expedited claims process because timely and accurate reimbursements improve their cash flows. If accounting systems must wait for data—and then backtrack because that data is inaccurate—the back office can't record the correct revenue and deliver that information for timely decision-making. The key to speeding up the claims lifecycle is access to real-time data and improved data flow among payers and providers. Legacy systems

keep data siloed and hinder visibility and efficiency. Cloud systems provide real-time access to data, and they integrate back and front offices to keep data securely flowing among relevant parties.

The integration of offices, applications and processes is also vital for leveraging emerging technologies like artificial intelligence (AI) to improve healthcare workflows. These technologies are poised to transform efficiency and business workflows, but older applications and platforms can't accommodate them—preventing healthcare organizations from benefiting.

Compliance with legal and regulatory requirements is an additional ongoing challenge for organizations using outdated systems. The healthcare industry's ever-evolving rules make it a tall order to keep up with regulations if back-office operations are limited in their security and compliance tools.

¹ Experian Health, "The State of Claims 2022," 2022.

Transforming the healthcare back office with AI and automation

To help healthcare organizations address these challenges, Cognizant leverages Oracle's powerful SaaS solutions such as Oracle Fusion Cloud ERP and Oracle Fusion Cloud EPM to transform organizations' back-office operations. The Cognizant Healthcare in a Box solution brings Oracle's automated processes and components to manage the large volumes of data generated during an episode of patient care, delivering efficiencies in integration, data extraction and data conversion. Cognizant's solution integrates third-party Claim Management Software and Oracle Fusion Cloud ERP. Overall, Cognizant gives healthcare organizations the power to:



Access real-time data that can shorten the claims lifecycle, aligning claims processing with providers' revenue management cycles



Gain organization-wide efficiency by integrating with Epic, Callidus Health and other healthcare systems



Administer claims in a digitized, optimized way



Augment processes and business workflows with AI and generative AI



Integrate front and back offices with clean, available, accurate data



Employ built-in security with automatic updates



Automate features that support regulatory and compliance requirements

The Cognizant Healthcare in a Box solution helps deliver industry best practices out of the box, giving healthcare organizations an entire ecosystem on one digitized data platform. With enterprise analytics and embedded AI, organizations get the unified data and visibility they need to make data-driven decisions about business process improvement and revenue management.

Healthcare organizations embrace an automated future

In a recent survey of 300 executives and IT and business leaders at healthcare organizations, Cognizant found that:

More than 80% believe that automation is critical or important to their organizations' success, yet 53% have not yet implemented much automation

60% ranked an increase in productivity as the top expected return from automation improvements

Care management is one of the top automation priorities at 25%, second only to IT support (31%)²

² Cognizant, "Providers go big for automation: 2023 Healthcare Provider Automation Survey," 2023, <https://www.cognizant.com/us/en/provider-automation-survey>

Enhancing the patient care continuum at scale, with speed

Ultimately, the mission of any healthcare system is to provide outstanding patient care. While legacy systems limit the revenue management and business benefits mentioned above, they also result in incorrect billing, slow reimbursements and a variety of problems that can prevent healthcare organizations from meeting patient expectations, which have changed tremendously over the last several years. For example, in 2022, research found that 55% of patients prefer digital channels for key healthcare interactions.³

Patients now expect their healthcare organizations to provide faster responses and more information. The entire healthcare IT ecosystem needs to be agile and responsive to accommodate these expectations. Older technologies without modern integrations or the flexibility of the cloud keep back-office processes slow and error-prone—leading to increased latency and errors in billing and claims processing. For claims involving multiple providers, the chance of an error is even greater when providers and/or payers are using dated applications or manual systems to process these complex claims.

Such systems can also be more costly and difficult or impossible to scale. Healthcare companies need agility and accuracy if they are going to scale with speed while managing cash flow, cost allocations and the patient experience. Older infrastructure inhibits organizations from onboarding more providers, which is only possible with a cloud framework.

The Cognizant Healthcare in a Box solution combines Cognizant's technology and industry expertise with industry-leading Oracle Cloud solutions to address these issues and elevate the patient experience by:

Allowing healthcare organizations to take all data sets from claims and marry them to the back office—enabling the business to see where it should focus its efforts

Increasing accuracy of encounter submissions and the response file process, helping to reduce errors and improving patient satisfaction

Enabling organizations to implement cloud solutions faster for an accelerated time to market—100+ cloud migration accelerators result in ~35% reduction in effort using automation⁴

Simplifying cost allocation complexities and enabling their accuracy, especially when multiple providers are involved in one claim adjustment

Mitigating risk by keeping the back-office ecosystem tightly integrated with payers and billing and claims systems

Enabling scalability through the flexibility of the cloud

A leading health insurer expects to save up to \$700K per year

Following two acquisitions, one of the US's largest nonprofit health insurers wrestled with disparate legacy systems running on different platforms. The company had multiple sources of data and no single source of truth. After evaluating its options for upgrades and integrations, the health insurer decided to move its entire infrastructure and enterprise applications to Oracle Cloud.

Working closely with Cognizant, the health insurer was able to implement 17 modules in less than a year and fine-tune its cloud capabilities. Leveraging Cognizant's expertise and Oracle's platform, the organization expects to save as much as \$700,000 per year in addition to IT savings of 30% or more over the next five years and a reduction of manual processing by as much as 60%.

³ Aasim Saeed, "The Digital Shift—Meeting Modern Patient Expectations," AJMC, May 31, 2024, <https://www.ajmc.com/view/contributor-the-digital-shift-meeting-modern-patient-expectations>

⁴ Based on Cognizant's past engagements



Cognizant and Oracle: Partners for better business and better care in healthcare

Healthcare leaders know that the front office can't function without a high-performing back office. The partnership between Cognizant and Oracle brings a unique blend of industry knowledge and the most advanced cloud-based tools on the market to healthcare organizations, enabling them to modernize back-office processes for improved business workflows, access to data, compliance, scalability, patient care and more.

Learn how the [Cognizant Healthcare in a Box solution on Oracle Cloud](#) helps you unlock the value of an integrated back-office solution for your healthcare organization.

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About Oracle

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in the Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.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 185 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.

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