



Solutions Overview

Cognizant Business Process-as-a-Service for government-regulated health plans

Achieve new levels of efficiency and effectiveness in your Medicare Advantage, Medicare Part D, Medicare Supplement and Managed Medicaid programs.

Payers must focus on digital transformation to meet the demands of members, improve revenue streams and compete in an increasingly competitive market. Issues such as legacy/outdated and siloed operating systems, limited internal resources and dwindling margins, however, can prevent payers from focusing on the strategies that will position them for future growth and success.

Stop buying services and start buying outcomes

Payers can achieve new levels of efficiency and effectiveness in their core transaction processing operations with our platform-based Business Process-as-a-Service (BPaaS) model. By applying

In today's government market, healthcare payers need to effectively manage costs and regulatory compliance while simultaneously growing membership and creating optimal member experiences and improved health outcomes. In short, payers need to do more with less!

Cognizant®

a series of levers, including process optimization, digitization and large scale efficiencies, Cognizant's Government BPaaS solution can bring payers to levels of effectiveness they would not be able to achieve on their own.

Cognizant Government BPaaS provides operational agility and efficiency by combining expert people, proven processes and cutting-edge technology in a robust, compliant solution that enables payers to successfully navigate all of the nuances and complexities of the growing and evolving government market.

Payer benefits

- Lower total cost of ownership
- Continuously upgraded technology ecosystem
- Reduced onboarding and implementation time
- Enhanced member & provider experiences
- Robust regulatory & compliance oversight
- Consistent, dependable service delivery with industry standard SLAs from day one

Why BPaaS?

To thrive in the government market, today's payers need to maximize revenue streams by improving Star Ratings and HEDIS scores, reducing customer churn and increasing membership while, at the same time, lowering costs.

Our proven BPaaS solution manages administrative functions and includes the option of adding risk adjustment and quality/care management, all while focusing on cost management, process efficiencies, optimal member experiences and regulatory compliance.

Our team of experienced government programs experts knows what it takes to successfully manage and operate all of your government-regulated plans.

You can count on us to deliver efficient, automated processes and effective workflows that simplify plan administration and guarantee industry-leading service levels from day one.

Partnering with Cognizant allows payers to shift focus from time-consuming administrative activities to member-focused activities.

Lower total cost of ownership

Administrative cost reduction is the key to achieving outcomes-based objectives. Cognizant's BPaaS model can help payers lower total cost of ownership by 20-40% through:

- Cutting-edge technology
- Process efficiencies & workflow effectiveness
- On-demand scalability

Our BPaaS solution allows for agility, compliance and systems without intensive capital investment, all in a consumption-based model. Our future-ready, scalable ecosystem seamlessly manages growth, allowing payers to grow or expand the level of service as membership fluctuates or demand changes. Per member per month (PMPM) pricing allows plans to pay based on membership levels.

BPaaS minimizes the cost of updating, upgrading, maintaining and operating core administrative platforms

- Maintenance and hosting of transaction platform and supporting applications are included in PMPM pricing.
- Upgrades and new releases are included in PMPM pricing.
- Highly flexible, nimble integration points enable real-time, automated interaction between systems.

Technology landscape transformation through BPaaS

Core IT modernization is achieved with access to the industry's leading payer platform and ecosystem, which provides payers with a platform strategy rather than a product strategy. The high cost and stress of system changes and upgrades are eliminated by including maintenance and new releases within the PMPM pricing. Technology will always be current.

Reduced integration and migration time

Cognizant's integrated solution allows payers to seamlessly transition to the BPaaS ecosystem without strain or impact on plan resources and technologies. Our proven methodology and detailed on-boarding playbook provides an accelerated implementation time through standardization. We can transition a plan and securely convert its data in as little as 30 weeks with our proven protocols, standard templates and comprehensive testing mechanisms.

Optimal member and provider experiences

As a digital transformation leader, Cognizant's portfolio of member and provider solutions drives positive experiences and quality outcomes. By applying digital technologies to multiple business areas such as enrollment and claims management, Cognizant BPaaS enhances operational effectiveness and efficiency and improves the customer experience.

Our industry-leading technology breaks down data silos to connect members, providers and operations. The system's built-in intelligence delivers faster, more personalized service and adds value to every interaction.

In addition, this integrated system provides our call center staff with a 360° view of members and providers, resulting in improved call interaction and resolution.

Robust regulatory and compliance oversight

In government programs, compliance is non-negotiable. Cognizant's independent compliance and audit services team provides proactive compliance management to ensure that plans are in good standing.

With the experience gained from supporting multiple plans and products across the nation, our compliance team has the knowledge base to support your plan in any situation.

Our compliance experts provide oversight and monitoring in our operational areas, including internal system configuration, processes and documentation. We also employ an internal audit staff and are fully compliant with SSAE 16 standards.

Cognizant's compliant government BPaaS solution includes:

- Compliance oversight
- Dedicated performance reporting (operations)
- Dedicated audit function—regulatory, delegation, state and CMS audit assistance
- Security requirements
- FWA & HIPAA compliance
- Policies/procedures

Government BPaaS business operations

- Configuration
- Enrollment/reconciliation
- Fulfillment
- Billing & financial reporting
- Claims/providers
- Encounters/RAPS
- Provider & member call center
- Mailroom & preprocessing services
- Analytics, reporting
- Appeals & grievances—optional
- Risk-as-a-service—optional
- Quality-as-a-service—optional

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 194 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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