



## Solution Overview

# Cognizant<sup>®</sup> Robotic Automation Services

### Addressing the need for accuracy and efficiency

Healthcare operations depend on speed and accuracy. However, in recent years, healthcare organizations have struggled to recruit and maintain enough staff for their needs, particularly administrative and clinical staff. Staffing shortages have increased salaries and escalated costs. Operating efficiently—while still maintaining accuracy—is more vital than ever.

Cognizant<sup>®</sup> Robotic Automation Services provides a digital workforce that gives clients flexibility in automating high-volume or redundant tasks, enabling consistent outcomes

in a fraction of the time. Automated bots aren't subject to staffing shortages or disruptions. They can manage repetitive tasks, freeing your valuable staff resources to focus on other, more complex responsibilities.

Our fully managed Robotic Automation Services lets clients reduce total operating cost immediately, rather than at the end of a long investment cycle, and eliminate the risk associated with building RPA in house.

**Health plans experience an average cost savings of 65% with Cognizant<sup>®</sup> Robotic Process Automation.**



## Fully managed path toward automation

Our unique, fully managed robotic process automation (RPA) model provides an accelerated path to automating painful business processes while also minimizing risk and controlling costs.

Developing and maintaining alternative approaches to automation—such as licensed automation solutions—involve unexpected barriers and hidden costs. From hiring and retaining trained staff to change management and governance, a mature automation program requires a significant investment of resources to see the ROI often touted in the marketplace.

**Our fully-managed RPA service model is 2-5 times more cost effective than traditional automation models.**

Cognizant® Robotic Automation Services offers a fully managed solution. We evaluate, build, test, and operate your automation initiative from start to finish without complicated licensing requirements, lengthy training classes, or hidden fees. We deliver instant scalability and reliable outcomes at a predictable, transparent pricing.

## Our RPA Methodology

- 1. Identifying highest-impact functions for automation.** Our team of automation specialists works with clients to identify and evaluate their key pain points. We look for processes that are labor-intensive, time-consuming, and repeatable. Once we identify where automation can deliver the highest return, our specialists get to work developing and delivering bots with known value.
- 2. Learning every step of your processes.** Our specialists walk through each targeted process with your team, documenting every step the user takes within the applications they use every day to complete their work. We work with clients to account for and document every aspect of the process. Once you sign off, we begin robot configuration.
- 3. Robot configuration.** Our automation engineers configure each robot to address our client's specific needs and desired outcomes. Each new robot goes through several rounds of rigorous testing, ensuring that your new digital workforce is delivering the results you expect before being deployed in the live environment.
- 4. Continuous monitoring.** Our work doesn't stop with deployment. Our Robotic Command Center, including our automation operators, monitors your digital workforce to address any errors or exceptions that may occur. Clients receive an outcome report showing what your digital workers—your automated bots—accomplished each day.



## Delivering immediate value

### Automate processes to empower people

Our robotic workforce can automate any process that doesn't require intuition or "gut feeling", which relieves staffing pressure and allows you to redeploy staff to other high-value tasks. Our bots aren't subject to burnout or staff disruptions.

### Increased accuracy and speed at scale

Our solution eliminates data entry errors and delivers scalability on demand. Our managed service model identifies key automation opportunities, builds and deploys bots, and monitors and maintains them without requiring client staff to administer them.

### Immediate budget impact

Our solution doesn't require investment or consulting expense, but rather lets clients quickly streamline operations while reducing costs in weeks, not months or years. We can develop new bot processes or leverage a library of pre-existing and previously deployed bots to reduce implementation time.

# 12+

Years automating in healthcare

# 70+

Satisfied health plans

# 750+

Payer processes automated

# 2,200

Robots processing work daily

## Discover the automation possibilities in your business.

With deep expertise in healthcare process automation, we help payers reduce time-consuming operational tasks, improve administrative efficiency, and ensure accurate data management across the technology solution set—including TriZetto® Facets®, QNXT™, and QicLink™—as well as a range of third-party applications.

Claims adjudication		Enrollment	Provider maintenance	Back office
Authorizations	Duplicates	Member Enrollment	Provider Setup	Refunds
Provider Matching	Adjustments	PCP Updates	Contract Updates	Claim Creation
COB	Encounter Claims	TRC Reports	Network Updates	Contract Maintenance
Corrected Bills	Manual Pricing	Letter Generation	Roster Loading	UM Maintenance
Specialty Claims	Interest Payments	MAS Reports	Demographic Updates	Auditing



## About Cognizant

Visit our website to learn how you can start using RPA to immediately reduce your operating expenses.

[Cognizant.com](https://www.cognizant.com)



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](https://www.cognizant.com) or [@Cognizant](https://twitter.com/Cognizant).

### World Headquarters

300 Frank W. Burr Blvd.  
Suite 36, 6th Floor  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277

### European Headquarters

280 Bishopsgate  
London  
EC2M 4RB, England  
Tel: +44 (0) 20 7297 7600

### India Operations Headquarters

5/535, Okkiam Thoraiakkam,  
Old Mahabalipuram Road,  
Chennai, 600 096 India  
Tel: 1-800-208-6999  
Fax: +91 (0) 44 4209 6060

### APAC Headquarters

1 Fusionopolis Link,  
Level 5 NEXUS@One-North,  
North Tower Singapore 138542  
Phone: +65 6812 4000

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