



Cognizant[®] Robotic Automation Services

Robot Marketplace for Facets[®]

Library of pre-existing bots to improve healthcare operations

Cognizant[®] 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% and an additional 7% to 15% auto-adjudication.

The Robot Marketplace for Facets is a library of pre-built yet fully customizable healthcare robots, built by Robotic Automation Services, that automate manual and time-consuming tasks. As a result, our bots improve accuracy, reduce handle time, and alleviate pressure on staff for a wide range of functions. The Robot Marketplace is integrated with the TriZetto[®] Facets[®] Core Administration System, allowing Facets users to select and implement bots easily.



12+ years
automating in
healthcare



70+
satisfied
health plans



1,000+
payer processes
automated



65%
average
cost savings

Robot Marketplace: Ready-to-launch, yet customizable

The bots within Robot Marketplace automate common payer processes across claims, enrollment, provider maintenance, and utilization management. These pre-built robots contain all the core steps in a process, but can easily be customized to your specific process or Facets instance. Each robot is designed to integrate with all versions of Facets to facilitate product upgrades and reduce automation downtime.

The Robot Marketplace is easily accessible from within the Facets application. Simply make your robot selections, approve the price quote, and our teams get to work. Our automation specialists will work with your subject matter experts to document any necessary customizations to the robot, and our automation engineers will configure the robot to specification. 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.

Day-to-day operations of your robotic workforce are managed by our experienced automation operators. At the end of every day, you receive an outcome report showing what your digital workers did that day. Audit logs of robot work provide complete visibility into your automation program.

Pre-built solutions for Facets

The Robot Marketplace for Facets includes pre-built, yet fully customizable, bots for the following departments.

Claims:

By automating repeatable tasks, our claim robots reduce operating expenses and alleviate staffing pressure by reducing handle time and rework. They also raise accuracy by reducing human error—which avoids overpayments and improves handle time—while improving member and provider satisfaction. Below are some key claim-related bots:

- **Duplicate claims:** Checks provider name and affiliations, service location, diagnosis codes, dates of service, and services rendered to identify duplicate claims and determine whether they should be denied, overridden, or released for payment
- **Manual pricing:** Either overrides pends and adjusts the existing service-line price using custom logic or inserts new pricing into the claim while storing the previous claim information
- **Override lines:** Overrides predetermined warning/error messages on a specific claims with customizable messages for each job
- **Prior authorization required:** Checks for and attaches any prior authorizations for claims and denies the service lines or claim if no match is found
- **Deny service lines/claims:** Reviews all claims with predetermined customizable criteria and denies the corresponding service lines or entire claim (fully customizable)
- **Provider matching:** Matches providers in Facets based on 837 provider information and attaches and adjudicates relevant claims
- **Member matching:** Matches members in Facets based on 837 member information and attaches and adjudicates relevant claims
- **Add claim note:** Adds custom notes to a specific subset of claims, customizable for each job
- **Adjustments:** Adjusts previously paid claims and processes updates (incl. rate updates, adding/removing diagnosis, or member coverage changes) based on specific rules

Enrollment:

Enrollment robots smooth workload spikes, reduce manual errors, and improve turnaround time to alleviate staffing pressure, particularly during open enrollment periods. These bots further improve member satisfaction and help to maintain CMS compliance. Below are some key enrollment-related bots:

- **New member/group enrollment:** Interfaces with Facets to enroll lists of new individual members or groups
- **Transaction reply reports:** Processes common CMS TRR files and takes action based on the corresponding transaction reply codes, including disenrollment and enrollment updates
- **PCP updates:** Updates member records in Facets with new PCP selections, whether for first-time members or requests to change PCPs for existing members

Utilization management:

These bots reduce turnaround time, manual effort, and data errors, giving case management back time that they can devote to more complicated cases or other responsibilities. Below are some key UM-related bots:

- **Utilization management updates:** Updates data points on existing authorizations based on a supplied list of requested changes and corresponding document numbers
- **Automatic case approval:** Approves pending cases based on pre-approved codes and populates closure notes with templated reasons

Provider network:

Provider network robots reduce staffing pressure for provider maintenance teams by reducing handling time and data entry errors and accelerating completion and turnaround time. These improvements, in turn, accelerate claim processing. Below are some key claim-related bots:

- **Provider loading:** Creates full non-par provider records or shell records for participating providers for claims with no matching provider record in Facets, while validating NPI and Medicare opt-out status
- **Network updates:** Adds and removes networks on provider records in Facets based on a supplied list of providers and corresponding updates that are needed
- **Contract updates:** Attaches new contracts to provider records in Facets based on a supplied list of providers and corresponding contracts that need to be added
- **Demographic updates:** Updates pre-determined provider demographic data points on provider records in Facets based on custom source data



NetworX Pricer®:

NetworX Pricer robots reduce manual effort, enable faster turnaround for large fee schedule update products, and reduce the risk of data entry errors. Below is an example of a NetworX related bot:

- **Fee schedule updates:** Updates relevant contract terms with new fee schedule rates in either Facets or NetworX Pricer using a supplied list of agreement IDs and updated rates

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 or follow us [@Cognizant](https://twitter.com/Cognizant).

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