Cognizant Digital Operations: Healthcare

Transform operating models to improve patient outcomes
Today’s healthcare companies must drive better patient outcomes and manage consolidation while evolving operating models and reducing administrative costs across the healthcare ecosystem.

To succeed, payers and providers need combined clinical, business and process expertise, along with intelligent digital platforms, to create efficient and agile operations. Companies must also utilize managed services to improve regulatory compliance and patient experience with the lowest total cost of ownership. And implementing digital revenue cycle management is essential in reducing revenue leakage and growing profitability.

Cognizant provides business process transformation and managed services across the healthcare ecosystem. We leverage cloud, data, automation, artificial intelligence (AI) and our industry-leading TriZetto® digital healthcare platform to develop and manage intelligent and adaptable operating models. This results in improved efficiencies and responsiveness and the ability to unify the healthcare ecosystem.


How we work

Consulting
We help you reimagine operations to solve complex performance, customer experience and cost issues. Using a digital first approach to transformation, we bring together digital platforms, intelligent process automation, AI and other digital capabilities to improve operational speed, efficiency and agility.

Implementation
We bring your digital plans to life by transforming your processes, technology and workforce to minimize friction and reduce risk throughout your enterprise. Combining industry expertise with domain knowledge, we ease the pain of implementing digital operations.

Managed services
We simplify how you work and reduce your total cost of ownership through a combination of people, processes and technology delivered as a service. Implementing outcome-based commercial models, we share the risk and reward of achieving your goals.
Healthcare companies are reducing operating costs by 50% through business process transformation.
The healthcare segments we serve

**Payers**
Implement managed services, automation and AI to streamline claims management, reduce costs, minimize regulatory risk, and improve efficiency and intelligence.

**Providers**
Apply business process transformation to better coordinate, deliver and manage quality care and to improve patient centricity to drive profitable growth.

**Pharmacy benefit managers**
Combine intelligent digital platforms and managed services to improve regulatory compliance, clinical management programs and business intelligence.

Our offerings and platforms

**Cognizant® Digital Healthcare Payer**
Evolve to meet the demands of constantly changing industry environments, shifting customer needs and the rapidly transforming technology landscape. This will result in lower costs, greater flexibility and higher growth.

**Cognizant® Medical Devices Revenue Cycle Management**
Improve collections, enhance customer experience and optimize cost-to-serve with digital revenue cycle management for medical device companies.

**Business Process as a Service (BPaaS) for Payers and Government Programs**
Increase payer efficiency and growth, build strategic business agility, improve productivity, reduce costs and mitigate risks with our comprehensive BPaaS portfolio.

**Cognizant® Intelligent Process Automation**
Elevate workforce productivity by automating specific functions as well as end-to-end business operations. Leveraging leading automation platforms, we partner with you to improve workforce productivity and streamline customer experiences to drive business performance and growth.

**Cognizant® Digital Finance and Accounting**
Transform finance and accounting operations into a value generator for your organization. Apply next-generation digital capabilities to enhance existing investments and turn procure-to-pay, order-to-cash, record-to-report and financial planning into valuable business insights.

**Cognizant® Digital Customer Service**
Achieve new revenue-generating opportunities for your organization with next-generation customer service. We enable you to deliver proactive, predictive interactions across all your customers’ preferred channels to deliver more efficient, effective and enriched experiences.
Over 195 million lives are supported on one or more software platforms from Cognizant Healthcare
In the real world

A major health plan needed to upgrade its faltering IT systems and processes. We partnered with the company to **stabilize its legacy systems while designing and implementing a new platform**. With a modernized back office, the company has achieved a 15x reduction in claims inventory as well as a 4x reduction in days to process pending claims in-house.

A leading health insurance plan wanted to reduce a large claims backlog. We determined that automating claims pricing would **help minimize accumulation by increasing speed and productivity**. Automation also improved pricing accuracy while reducing costs, resulting in $1.7 million in savings and a productivity increase of 12%.

A large healthcare revenue cycle management service provider was seeking to **streamline its health insurance benefits eligibility and verification process**. We designed a robotic process automation solution to fully automate the process more efficiently. This saved 17,000 service provider hours annually.

What sets us apart

**Industry experience**  
Twenty of the top 25 U.S. health plans trust and rely on us to solve complex business, operations and technology issues.

**Digital talent**  
Over 34,000 healthcare operations specialists help clients develop, implement and manage improved operating models and optimize customer experiences across North America, Europe and APAC.

**Global delivery centers**  
Clients benefit from over 100 delivery centers located across the world, strategically positioned to provide cost-effective and integrated near-shore, offshore and onshore managed services, innovation labs and centers of excellence.

**Digital ecosystem**  
Our business is uniquely organized across digital business, digital operations, and digital systems and technology to provide clients everything they need to tackle enterprise-wide digital transformation and gain an edge over their competitors’ niche capabilities.

**Alliances**  
We maintain over 248 partnerships with industry-leading technology companies and routinely grow capabilities and upskill associates to keep clients’ solutions at the forefront of industry innovation and breakthrough digital technology advancements.

**Subscription services**  
Managed services are backed by outcome-oriented commercial models that help clients instantly lower total cost of ownership and provide simple and predictable pricing, similar to today’s leading consumer subscription services.
Cognizant—a recognized leader

Leader in Healthcare Payer Business Process Services 2019 Vendor Assessment

Leader in Robotic Process Automation Services Q4 2019 Vendor Assessment

Leader in Healthcare Business Process Automation Solutions 2019 Vendor Assessment

Leader in Digital Process Automation Service Q3 2018 Vendor Assessment

Leader in Healthcare Payer BPO 2018 Vendor Assessment
By the numbers

Ranked 193 on the Fortune 500

34,000+ associates supporting healthcare industry clients

15+ dedicated healthcare global delivery centers

Over 195 million lives supported on one or software platforms from Cognizant Healthcare

Servicing 400+ healthcare payer organizations

Connect with us

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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 193 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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