

Overcoming regulatory and compliance hurdles with the **Cognizant® Healthcare Business Process-as-a-Service (BPaaS)** solution



Healthcare payers are under increasing pressure to do more with less. To be profitable in today's market, health plans need to focus on revenue-generating and outcome-based activities. Many payers are turning to a business process-as-a-service (BPaaS) model for plan administration, transferring back-office and enabling functions to an experienced partner like Cognizant to concentrate internal efforts on the true business of healthcare: **improving lives.**

Moving the needle toward better health...



all while...



Decreasing costs



Increasing membership



Maintaining compliance



Compliance issues can be **costly to finances** and the health plan's **reputation.**

Sanctions

Monetary fines

Loss of membership

Termination of CMS contract

Other negative repercussions

- Denied claims
- Increased # of appeals
- Cost of refunds or rebilling
- Decreased member satisfaction

Keeping you compliant

Compliance is more than just ensuring privacy and meeting regulations.



A top notch compliance program can do more than just help you avoid trouble; a properly administered compliance program can increase plan revenue by boosting Star Ratings, HEDIS® scores and other measures of success, drive new business models and contribute to membership growth.

Cognizant's BPaaS team includes an independent compliance and audit services department, governed by a compliance committee and chief compliance officer, dedicated to keeping you in front of regulatory and operational requirements.

How we do it

Our compliance team leverages insights gained from supporting CMS health plan audits and state readiness reviews for multiple health plans in multiple states to support your plan in any situation.



- 1 Oversight & Monitoring**
 - Monitor, interpret and apply state and federal regulations (CMS guidance and directives, state Medicaid rate changes and reporting requirements)
- 2 Performance Monitoring & Reporting**
 - Defined methods for EDI intake and claims processing for clean encounters submissions.
 - Process improvement plans to keep pace with changes
- 3 Audit Support**
 - Regulatory
 - Delegation
 - State & CMS audit assistance
- 4 FWA & HIPAA**
 - Fraud, waste and abuse prevention and detection
 - Train team members in HIPAA, compliance and FWA
- 5 Security**
 - Role-based security, privacy and consent
 - Policies and procedures

By the numbers

2019

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| 6.5k RPC EDV Samples for CMS Monitoring Projects | 1052 CMS Memos Tracked/ Directives Received | 25 Client Audit Engagements | 1 CMS Program Audits |
| 8 CMS Program Audit Universes | 55 CMS Program Audit Samples | 2 CMS Validation Audits | 5 CMS Validation Audit Universes |
| 70 CMS Validation Audit Samples | 8 CMS Financial Audits | 6 CMS Financial Audit Universes | 540 CMS Financial Audit Samples |
| | 103 SSAE18 Controls | 336 State Medicaid Regulatory Requests | |

3 keys to plan administration

- ✓ Compliance
- ✓ Compliance
- ✓ Compliance

Cognizant has you covered



When it comes to compliance, there are no short cuts. In today's highly regulated healthcare market, particularly in government-sponsored programs like Medicare and Medicaid, compliance—or the lack thereof—can literally make or break a health plan. Cognizant's experienced compliance officers and specialists advise our BPaaS clients on the latest compliance trends, changes and challenges, and support clients through audits and other regulatory processes. **When it comes to keeping your plan on top of compliance, we've got you covered!**

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.

Cognizant

World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060