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-asa-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...







Decreasing costs







costly to finances and the health plan's reputation.

Compliance issues can be

membership

Loss of

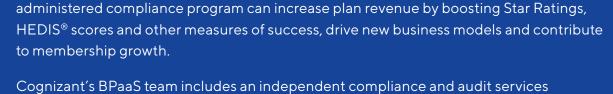
CMS contract

Termination of

Other negative repercussions • Cost of refunds or rebilling

- Denied claims
- Decreased member satisfaction
- Increased # of appeals

Keeping you compliant Compliance is more than just ensuring



A top notch compliance program can do more than just help you avoid trouble; a properly

department, governed by a compliance committee and chief compliance officer, dedicated to keeping you in front of regulatory and operational requirements.

Our compliance team leverages insights gained from supporting CMS health plan audits and state readiness reviews for multiple

How we do it

health plans in multiple states to support your plan in any situation.

Oversight & Monitoring





Performance Monitoring & Reporting • Defined methods for EDI intake and claims processing for clean encounters submissions. • Process improvement plans to keep pace with changes

and directives, state Medicaid rate changes and reporting requirements)



- **Audit Support** • Regulatory • Delegation • State & CMS audit assistance
- **FWA & HIPAA**

• Fraud, waste and abuse prevention and detection

• Train team members in HIPAA, compliance and FWA

1

Security

• Role-based security, privacy and consent Policies and procedures

6.5k

RPC EDV Samples for CMS

Monitoring Projects

CMS Program

Audit Universes

2019 1052

By the numbers

CMS Memos Tracked/ Directives Received

CMS Validation

Audits

6

Client Audit

Engagements

CMS Validation Audit Universes

540

CMS Financial

Audit Samples

CMS Program

Audits

70 CMS Validation **Audit Samples**

CMS Financial Audits

103

SSAE18

Controls

CMS Program

Audit Samples

CMS Financial **Audit Universes**

State Medicaid Regulatory Requests

Provider & Member Call Center

Mailroom

Enrollment/Reconciliation

Fulfillment

3 keys to plan administration Compliance Compliance

Compliance

Cognizant has you covered



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.

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