Data sheet

Modernize the health plan processes necessary to support new healthcare delivery models with the Cognizant® Healthcare Business Process-as-a-Service (BPaaS) solution

Health plans face many added pressures in today's rapidly changing market. The shift to value-based care, rising costs, the demand for advanced technology and evolving regulatory and compliance requirements are just a few of the challenges payers must manage effectively to keep pace with the competition and satisfy members.

Payers must focus on digital transformation to meet the demands of members, improve revenue streams and compete in an increasingly competitive market. Issues such as legacy or outdated core operating systems, limited internal resources and dwindling margins, however, can prevent payers from focusing on the strategies that will position them for future growth and success.

The Cognizant Healthcare BPaaS solution allows payers to divert attention from back- and middleoffice functions to focus on realizing strategic goals. Payers can focus attention on the levers of change and plan evolution while Cognizant provides a strong administrative foundation buoyed by experienced people, proven processes Data sheet The Cognizant Healthcare BPaaS solution leverages a preintegrated technology ecosystem, proven processes and experienced people to help payers reduce costs and achieve new levels of operational efficiency and effectiveness. and industry-leading technology—all bundled in an economical Per Member, Per Month (PMPM) fee structure that provides the flexibility and scalability needed during high-volume and growth periods.

Cognizant's outcome-driven BPaaS delivery model supports payers in the Medicare Advantage, Managed Medicaid, Medicare Part D, Duals, PDP, Medicare Supplement, Commercial, Individual and Small Group markets with core transaction processing for:

- Configuration
- Enrollment/Reconciliation
- Fulfillment
- Billing & financial reporting
- Claims/Providers
- Encounters/RAPS
- Provider & member call center
- Mailroom and preprocessing services
- Analytics and Reporting
- Appeals & grievances (optional)
- Quality
- Risk adjustment

This end-to-end administrative solution also includes a preintegrated technology ecosystem, as well as compliance oversight and audit support, from Cognizant's experienced team of compliance experts. Additional services, such as quality assurance and risk adjustment, can be integrated in the solution.

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Stop buying services and start buying outcomes

An integrated software and service solution, Cognizant Healthcare BPaaS transforms core transaction processing by applying a series of levers—including process optimization, digitization and large-scale efficiencies—that provide the operational agility, scalability and efficiency payers need to successfully navigate a constantly evolving and increasingly competitive market.

In addition, payers typically see the following outcomes:

Lower total cost of ownership

Administrative cost reduction is the key to achieving outcomes-based objectives. The Cognizant Healthcare BPaaS solution can help lower the total cost of ownership for health plans by as much as 20% to 40% by:

- Reducing technology spend/capital outlay
- Decreasing the need to hire and train additional staff for core processing
- Providing on-demand scalability
- Allowing payers to pay only for the services they use, with a membership-based PMPM pricing model

Technology infrastructure transformation

Achieve core IT modernization with access to the industry's leading payer platform and ecosystem, which provides payers with a platform strategy rather than a product strategy. Eliminate the high cost and stress of system changes and upgrades with the included maintenance and new releases within the PMPM pricing. With the Cognizant Healthcare BPaaS solution, payers will always have current technology with built-in scalability.

Reduced integration and migration time

Cognizant's integrated solution allows payers to seamlessly transition to the BPaaS ecosystem without strain or impact on plan resources and technologies. Our proven methodology and detailed onboarding playbook accelerates implementation time through standardization. In most cases, a plan can be transitioned, and its data securely converted, in as little as six months with our proven protocols, standard templates and comprehensive testing mechanisms.

Optimal member and provider experience

As a digital transformation leader, Cognizant's portfolio of member and provider solutions drives positive experiences and quality outcomes. By applying digital technologies to multiple business areas, including enrollment and claims management, the Cognizant Healthcare BPaaS solution enhances operational effectiveness and efficiency, and improves the customer experience. Our industry- leading technology breaks down data silos to connect members, providers and operations. The system's built-in intelligence delivers faster, more personalized service and adds value to every interaction. In addition, this integrated system provides our call center staff with a 360-degree view of members and providers, improving call interaction and resolution.

Learn more

To learn more about how the Cognizant Healthcare BPaaS solution enables payers to modernize health plan processes, reduce costs and transform technology infrastructure, please visit: https://www.cognizant.com/us/en/trizetto/healthcare-bpaas-solution

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