Cognizant®

Business Process-as-a-Services (BPaaS) for Healthcare Payers

Cognizant's platform-based Business Process-as-a-Service (BPaaS) model helps healthcare payers to effectively manage costs while growing membership, creating optimal member experiences and improved outcomes, and transforming their businesses to meet the digital demands of today's healthcare consumers.

Our integrated BPaaS model provides agility, compliance, and systems without restrictive capital investment. BPaaS is a consumption-based model in which payers pay for functional business services based on membership levels. Pricing is based on a pre-established Per Member Per Month (PMPM) fee. You pay only for what you consume!

This flexible operating model allows payers to grow or expand the level of service as membership fluctuates or demand changes. Furthermore, the BPaaS model includes infrastructure, platform/application, and operations without intensive capital investment, thus eliminating the high cost and stress of system changes and upgrades.

Plan administration is simplified by leveraging Cognizant's experienced **PEOPLE**, proven **PROCESSES** and workflows, and cutting-edge **TECHNOLOGY**, and performance is guaranteed with industry-leading Service Level Agreements from day one.
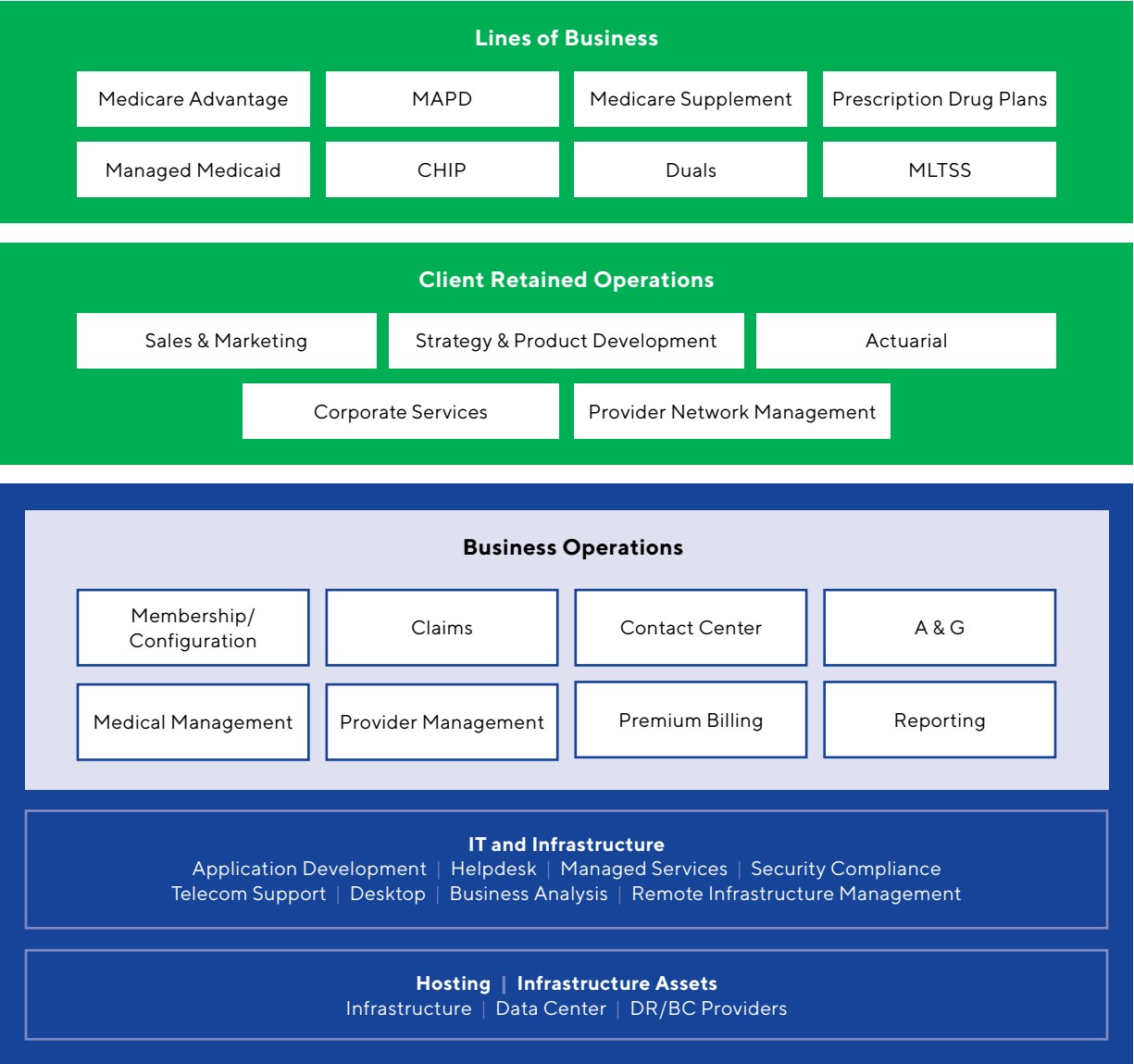
Cognizant's BPaaS solution allows Healthcare Payers to focus on core market needs, while Cognizant takes full ownership and responsibility for back office and enabling functions.

Cognizant takes ownership of Infrastructure, IT Applications, and Business Operations for:

❙ Membership Management

❙ Provider Management

❙ Claims Management

❙ Contact Center Operations

❙ Medical Management

❙ Appeals & Grievances Operations

Payers retain ownership of market Operations and Functions, including:

❙ Strategy

❙ Lines of Business & Product Design

❙ Provider Relations & Contracting

❙ Actuarial

❙ Sales & Marketing

❙ Pricing

Lines of Business

Medicare Advantage	MAPD	Medicare Supplement	Prescription Drug Plans
Managed Medicaid	CHIP	Duals	MLTSS

Client Retained Operations

Sales & Marketing	Strategy & Product Development	Actuarial
Corporate Services	Provider Network Management	

Business Operations

Membership/ Configuration	Claims	Contact Center	A & G
Medical Management	Provider Management	Premium Billing	Reporting

IT and Infrastructure

Application Development | Helpdesk | Managed Services | Security Compliance
Telecom Support | Desktop | Business Analysis | Remote Infrastructure Management

Hosting | Infrastructure Assets

Infrastructure | Data Center | DR/BC Providers

■ **Cognizant BPaaS**   ■ **Client Retained**

About Cognizant

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges —from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry–specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.

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