

## Cognizant Business Process-as-a-Service (BPaaS)... Transforming Plan Administration for Healthcare Payers

Today's healthcare payers are experiencing tremendous pressure to lower costs while simultaneously increasing the quality of care and improving health outcomes for their members. With increasing competition, shrinking revenue sources, and evolving regulations, the mandate to do more with less is becoming increasingly difficult to meet.

Cognizant can help. Our BPaaS model can help you achieve new levels of efficiency and effectiveness, and drive growth and revenue.

### Cognizant Payer BPaaS Solution Benefits:

- Proven Model
- Regulatory Compliance
- Reduce SG&A
- Improved CSAT/NPS
- Business Growth

### 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](http://www.cognizant.com/healthcare).

### Transforming Plan Administration and Lowering Costs through BPaaS

#### Cognizant's Experience and Outcomes:

- Delivered 20+ successful BPaaS Programs across MAPD, PDP, Medicaid, Medicare Supplement, and Commercial LOBs
- Partnered with one of the largest customer-owned health plans to build their MAPD, PDP, and Medicaid LOBs with ~ **1M** members
- Created a scalable model to add **400K+** members for a Medicaid client
- Collaborated with a Top 3, Clinically-Driven PBM to manage their PDP line of business, scaling to a membership of **300K** in less than 12 months and ~ **3M** over next 3 years
- Reduced and Optimized SG&A cost for Health Plans by up to **40% - 45%**
- Improved MLR by **100-200 bps**
- Deployed **Digital** and **Design** Capabilities to improve Member and Provider Experience

## Cognizant

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