



Healthcare

# Cognizant denials services

Reduce denials rates and increase revenue with a comprehensive denials solution

Rising denials often lead to a tangible impact in cash collections and an increase in accounts receivable (AR) days. Without innovations, efficient processes and knowledgeable staff to address denials, providers can struggle with a growing backlog that may not get resolved promptly, delaying timely reimbursements and affecting overall operations and cash flow

Research has shown that over 80% of denials are preventable<sup>1</sup>. With more than 30 years of experience in the RCM space, including denials prevention, Cognizant's seasoned associates leverage our technology to deliver solutions that exceed industry standards.

**Cognizant is recognized as a Leader on Everest Group's Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment**



<sup>1</sup>Humbert, S. (2019, May) Denial Prevention: Understanding Common Culprits and How to Avoid Them. [AHIMA](#)

Cognizant employs a cross-functional approach, partnering with front-end and middle revenue cycle teams to correct potential issues prior to claims submission. For example, collaboration with the patient access team helps to track missing authorizations by payer in order to quantify possible retro authorizations.

Furthermore, working with the coding team can uncover inconsistent medical diagnosis codes, modifier issues and Current Procedural Terminology (CPT®) code errors. As an added layer of quality assurance, our audit team is dedicated to ensuring adherence to the client's processes and maintenance of a satisfactory quality score.

Cognizant's technology allows our team to streamline denials into one platform and use analytics to evaluate data extracted from our clients' 835s and 837s to map and categorize denials. This information is shared with stakeholders and utilized in the development of a prevention plan to reduce and fix denials on the front end. With the built-in capability to categorize denials as high risk for anything approaching filing within 30 days, medium risk being under 60 days and low risk being under 90 days, our team can actively work on denials approaching filing deadlines and avoid jeopardizing loss of revenue.

Collecting on outstanding AR can feel like an uphill battle. Cognizant can help. In addition to denials solutions, we bring an arsenal of technologies and expertise to empower providers with the necessary tools to resolve challenges such as third party liability and workers' compensation claims, bad debt, and self-pay accounts.

### Our differentiators:

- Competitive collection and resolution rates that deliver higher revenue potential
- Skilled associates with have a minimum of 5 years of denials prevention and appeals experience/claims processing
- Dedicated project team that tracks all deliverables and works with clients to successfully launch denials services within six to eight weeks
- Advanced analytics that facilitate work assignments based on factors including priority aging, timely filing and balances
- Detailed dashboards that closely monitor critical data, including collections, untouched inventory, aging, productivity and overall program quality and performance

**Learn more about Cognizant Revenue Cycle Management services today.**

**Visit our website at [cognizant.com](https://www.cognizant.com).**



Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](https://www.cognizant.com) or [@cognizant](https://twitter.com/cognizant).

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