



## Healthcare

# Cognizant patient access services

## Digital patient scheduling, pre-service and intake solutions

As healthcare consumers' habits continue to evolve, they want increased digital capabilities to manage their care in a way that is safe, convenient, fast, and easily integrated into their daily lives. With 80 percent of patients preferring providers that offer digital interactions, embracing technology and touchless solutions is paramount to meet the demands. However, solutions focused solely on technology can overlook a critical barrier to patient access teams—proper staffing. Deploying technology without the proper experienced staffing resources to maintain and optimize its functionalities can lead to uneven results.

Cognizant's Patient Access Services solve staffing resource deficiencies, and simultaneously employ technologies to drive convenient and hassle-free front-end interactions. Our experienced team is proficient in critical components of patient access including scheduling, pre-arrival, registration, and financial counseling. Cognizant offers delivery models, including onshore, offshore,

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



Nearly 50% of  
initial denials come  
from front-end  
registration errors<sup>1</sup>

<sup>1</sup>[https://www.ache.org/-/media/ache/about-ache/corporate-partners/the\\_change\\_healthcare\\_2020-revenue\\_cycle\\_denials\\_index.pdf](https://www.ache.org/-/media/ache/about-ache/corporate-partners/the_change_healthcare_2020-revenue_cycle_denials_index.pdf)

and hybrid, that cater to the most cost-efficient objectives without compromising quality of services. Each member of our team has a minimum of two years of experience in revenue cycle and our remote support provides centralized services in a consistent manner to provide better visibility and harmonization of processes.

Our clients partner with Cognizant to uncover a holistic patient access solution that simplifies the patient experience, digitizes touchpoints, and increases financial clearance of patients. Cognizant can engineer a patient-inspired digital experience that consumers expect. Our blueprint for modernizing patient access solutions aims to increase cash flow and improve patient satisfaction by:

- Connecting patients to their providers' administrative teams.
- Enabling administrative teams to ensure data integrity at the front door.
- Leveraging custom workflows to collect data from across your ecosystem to simplify and streamline patient registration

By coupling our technology with services delivered by our experienced team, Cognizant helps quickly harness digital innovations to enhance patient access services and bridge potential knowledge gaps with internal staff. Our approach also allows provider organizations the benefit of modern technology without having to pay license fees.

Easy integration with existing patient access platforms via custom automations and predictive analytics to enrich the patient experience:

- Online pre-registration and document completion to facilitate intake, making the process faster, easier, and more convenient.
- Two-way text messaging to strengthen communication and facilitate scheduling.
- Text-to-pay to assist patients with medical bill reviews and services payments.
- Wayfinding to guide patients to their destination, reducing delays and stress.

#### Virtual Intake Management:

- Digital Scheduling
- Messaging Hub
- Digital Document Manager
- Payment Facilitator
- Service Tracker
- Patient Self Check-in
- Referral Facilitator

Learn more about Cognizant Revenue Cycle Management services today. Visit our website at [cognizantrcm.com](https://www.cognizantrcm.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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