



Healthcare

Third-party liability recovery program

Uncover opportunities for third-party reimbursement

Third Party Liability (TPL) accounts are time-consuming, complex accounts that require specific understanding of coordination of benefits, claim processing between multiple parties, nuanced legal issues surrounding the event, and complicated reimbursements. Medical providers may not have the appropriate understanding and knowledge of how to handle this frequently overlooked portion of outstanding accounts receivable (AR). This lack of experience can result in increased aging, bills being sent to self-pay collections, and eventually moving to bad debt. The snowball effects of these events can potentially cause substantial annual revenue loss.

Cognizant is an industry leader in the coordination and resolution of TPL-related accounts. Our extensive experience in revenue cycle management enables us to work hand-in-hand with healthcare providers to navigate this complex process. Our attorney-led team develops and implements TPL solutions

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



tailored to meet our clients' specific needs, creating a seamless experience for patients and driving account resolution.

Cognizant's TPL services have exceeded our clients' expectations, delivering results such as:

- Increased number of accounts processed
- Improved identification and billing of third-party payers
- Heightened follow-up activities on claims
- Enhanced customer experience
- Augmented insights for continuous improvement

By combining our dedicated, knowledgeable team and tailored processes with our technology, Cognizant identifies and recovers from the appropriate sources of potential reimbursement. The net result is attaining maximum recovery efficiently and effectively within the applicable state, policy benefit and/or legal framework available, while reducing unnecessary aging. Moreover, Cognizant is dedicated to our clients' success, as illustrated by our contingency-based delivery model, in which no fees are incurred until Cognizant has fully resolved the claims and recover the reimbursements.

Our differentiators:

- Experienced associates combined with innovative technology to achieve superior results
- Attorney-led services
- Account-by-account investigate approach leads to more details and opportunities for collections
- Regular, periodic updates until claims are paid
- Collection of the highest percentage of charges possible

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 or [@cognizant](https://twitter.com/cognizant).

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