

Healthcare

UTMC's Opportunity to Evolve

CUSTOMER CHALLENGE

The University of Tennessee Medical Center (UTMC) was in need of an expert to help manage the organization's third-party liability (TPL) accounts.

"We knew real quick that there was an opportunity to change and when we changed, we evolved," said Steve Hovan, Vice President of Revenue Cycle at UTMC.

UTMC identified Cognizant as a true partner to help lead this charge. Cognizant assessed the challenges of UTMC and customized its solution to meet the facility's needs. Additionally, Cognizant is a resource for UTMC on various types of troubled and complex accounts, even when those accounts fall outside of the typical TPL parameters.

"I think the ROI is real strong, and when we sat down and looked at exactly what our recoveries were, we saw within the first year an \$8 million additional collections on top of our cash," said Hovan.

University of Tennessee Medical Center

KNOXVILLE, TENNESSEE

Located in East Tennessee, UTMC is a 581-bed, not-for-profit, academic medical center focused on providing patient-centered care at the forefront of research, technology and treatments.

UTMC operates a Level 1 Trauma Center, Regional Perinatal Center and has six Centers of Excellence including the Advanced Orthopaedic Center, Brain and Spine, the Cancer Institute, the Center for Women and Children's Health, Emergency and Trauma Services, and the Heart Lung Vascular Institute.

“One of the great things when you talk to our staff is that they don’t feel that Cognizant is a vendor, they just feel that they are part of the family.”

> **Steve Hovan, Vice President of Revenue Cycle
University of Tennessee Medical Center**



FAST FACTS

UTMC has been a client
of Cognizant for over **12** years

1/2 of the accounts
resolved are paid at
100% of charges

\$12.3M
ROI in a single year



About Cognizant Healthcare

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.

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