



Case Study: HPA Robots-as-a-Service/Healthcare

Texas Children's Health Plan

Increase Accuracy and Efficiency with HPA and Cognizant Consulting Services.

The Client

Founded in 1996 by Texas Children's Hospital, Texas Children's Health Plan (TCHP) is the nation's first health maintenance organization created just for children—covering kids, teens, pregnant women, and adults. For those with Medicaid coverage or who are in the Children's Health Insurance Program (CHIP), TCHP provides access to more than 1,100 doctors, 3,200 specialists, 60 hospitals and other health resources to serve member needs.

In 2015, TCHP received the Cognizant Healthcare Excellence Award in recognition of the organization's achievements in evolving their business operations by implementing an advanced automation strategy.

The Challenge

A hosted Cognizant client with more than 400,000 Medicaid members administered on the QNXT™ system, TCHP was taking on a new line of business which would require an increase in staffing levels from 350 people to more than 1,100 in less than a year.

The challenge TCHP faced was to find a way to significantly leverage automation for claim edits in order to enable their 11 claims examiners to manage existing work in addition to that generated by the new line of business.

In addition, TCHP was having difficulties with the monthly EDI 834 file they received from the state of Texas. Data loads for the file were prone to error and took over four days to complete, with costly around-the-clock resources required to supervise the process.

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The Solution

TCHP enlisted the help of Cognizant's innovative HPA robotic process automation services, as well as consulting services support from Cognizant, to dramatically increase claims processing throughput without adding significant human resources.

HPA is a provider of fully-managed robotic process automation; documenting, building, deploying, and monitoring a digital workforce on the client's behalf. It automates the low-to-medium complexity work that represents the bulk of claims received, and efficiently processes them in a secure environment. The high-value, high-volume solution includes a user interface to TCHP's claims system and, when processing claims, incorporates any key system features and functionality already in place.

Every day, a team of robots logs onto TCHP's QNXT system and processes hundreds of claims, just as would one of the Plan's claims examiners. Cognizant services were used to help TCHP model process workflows, validate payment accuracy on test claims, and manage and monitor day-to-day HPA Service activity. Through the combination of technology and Cognizant consulting services TCHP decreased their backlog for claims by 65 percent in the first week—without incurring examiner overtime. The solution was automated to support claims with other common edits as well, further reducing the Plan's backlog and enabling business growth without adding headcount.

To address the Texas 834 data load issues, TCHP enlisted the support of Cognizant's EDI team to help clean the data prior to importing into QNXT, then fine-tuning automation processes to load the files and reduce the amount of human intervention required. The Cognizant team also adjusted the QNXT load process and servers to further enhance the process.

The Result

Since implementing HPA, TCHP decreased their overall claim backlog by 65 percent in a single week. Without the implementation, TCHP estimates it would have required an additional 380 hours of claims examiner time to accommodate the edits alone.

The combination of QNXT-hosted technology, HPA, and Cognizant consulting services support has enabled TCHP to significantly grow their business without adding headcount, paying expensive overtime or sacrificing quality. TCHP estimates that “The Robot” saved their organization approximately \$4,800 a month per examiner in labor cost alone over a six-month timeframe.

Stephanie Osborne, Director Claims Administration for TCHP notes another benefit of the implementation, “HPA has substantially

decreased our turn-around time for payment to our providers, resulting in an increase in provider satisfaction.”

TCHP has experienced further performance improvements and reduced expense through their utilization of the Cognizant EDI team to enhance their state of Texas EDI 834 data load processes—reducing a monthly process that used to take four days into a much more manageable process that is accomplished in a single night. These improvements have saved TCHP hundreds of hours of personnel time, enabled them to scale their business with the addition of a new product line, and allowed the Plan to focus on other priority areas in their operation.

According to TCHP EDI manager, Sarah Goldberg, “What used to be a nightmare of a process has become manageable once again.”

“As a result of our HPA implementation, TCHP has seen a significant improvement in our claims edit processes, processing time and payment accuracy—as well as a major reduction in costs. This process has been a win for us.”

– Laurie Levermann, CIO, Texas Children’s Health Plan

About HPA, A Cognizant Company

HPA is a provider of fully-managed robotic process automation services; documenting, building, deploying, and managing digital workforces on our clients behalf. Learn more at www.hpa.services.

About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).

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