



# RPA-as-a-Service

## Solution Overview & Robot Experience

### Why HPA

At HPA, we believe robotic process automation (RPA) should be accessible for every health plan. Our unique, fully-managed RPA-as-a-Service model provides an accelerated path to automating painful business processes while also minimizing risk and controlling costs.

With licensed RPA software, there are many unforeseen barriers and hidden costs in developing and maintaining an automation initiative. From hiring and retaining trained staff to change management and governance, a mature automation program requires a significant investment of resources to see the ROI touted in the marketplace.

HPA evaluates, builds, tests, and operates your automation initiative from start to finish. No complicated licensing requirements, lengthy training classes, or hidden fees. We deliver instant scalability and reliable outcomes at a predictable, transparent price.

**Health plans experience  
an average cost savings  
of 51% with HPA.**

### How it works

HPA's team of automation specialists work with your subject matter experts to identify and evaluate key pain points within your business; processes that are labor-intensive, time-consuming, and don't add value to the business overall.

Once target processes are selected, they are prioritized and our specialists get to work. We walk through each process with your team, documenting every step the user takes within the applications they use every day to complete their work. Documented processes are then validated by the client to ensure every aspect of the process has been accounted for and documented. Once you sign off, robot configuration begins.

Our automation engineers configure each robot exactly to specification. Each new robot goes through several rounds of rigorous testing, ensuring that your new digital workforce is delivering the results you expect, before being deployed in the live environment.

Our work doesn't stop there. Your digital workforce is always under the watchful eye of our sophisticated Robotic Command Center, as well as our automation operators who are ready to handle any errors or exceptions, should they occur. At the end of every day, you receive an outcome report showing what your digital workers did that day.

**10 years**  
automating in  
healthcare

**70+**  
satisfied  
health plans

**850+**  
payer processes  
automated

**100+**  
applications  
automated

## Discover the automation possibilities in your business.

With deep expertise in healthcare process automation, HPA helps payers reduce time-consuming operational tasks, improve administrative efficiency, and ensure accurate data management across the technology solution set, including

Cognizant's line of TriZetto Healthcare Products—Facets®, QNXT™, QicLink™, as well as third-party applications like McKesson CCMS and VITAL, CMS PC Pricers, ITS, Blue2, MedHOK, Micro-Dyn DRG and APC, and Medi-Cal sites.

Claims Adjudication		Enrollment	Provider Maintenance	Back-office
Authorizations	Duplicates	Manual Enrollment	Provider Setup	Refunds
Provider Matching	Adjustments	PCP Updates	Contract Updates	Claim Creation
COB	Encounter Claims	TRC Reports	Network Updates	Contract Maintenance
Corrected Bills	Manual Pricing	Letter Generation	Roster Loading	UM Maintenance
Specialty Claims	Interest Payments	MAS Reports	Demographic Updates	Auditing

### About HPA, A Cognizant Company

HPA is the leading RPA-as-a-Service provider for health plans seeking secure, reliable intelligent automation solutions. As a proven automation Center of Excellence, we utilize our proprietary technology and extensive reusable code library to deliver scalable RPA programs that accelerate ROI and reduce total cost of ownership. For more information, please visit [hpa.services](https://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 193 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](https://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).

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