cognizant®

Government solutions for today's healthcare challenges

Health plans that serve the government programs healthcare market are presented with both challenges and opportunities. Having the right strategic partner that can support end-to-end capabilities across your business can make the difference in achieving success now and into the future.

With one of the largest healthcare practices among global players, we take healthcare seriously.

Cognizant has strong domain knowledge and coverage across different healthcare segments, including payer, provider, pharmacy benefit managers (PBM) pharmacy and other intermediaries. Our products, solutions and services cater to nearly every population in the healthcare landscape, and we support systems that host and process more than 190 million members and patients across North America. Cognizant's healthcare practice, which is one of the industry's fastest-growing, accounts for approximately 30% of our annual revenue.

Providing a 360° perspective of the healthcare ecosystem

Payviders
Core platform of choice for **72+ payviders** with oerings including PHM and analytics

Providers
260,000 providers across **30,000+ practices** and **52+ health systems**, including **50+ large providers**

Life sciences
All **major** global pharmaceutical, medical device and biotech companies

Payers
400+ payer organizations, including **more than 20 of the top 25 plans** and **8 out of the top 10 Blue plans**

Government
100+ organizations and 30 state and federal exchanges
The TMG Health acquisition solidies Cognigant's position in U.S. government-managed healthcare

Pharmacy benefit managers
3 of the top 5 U.S. **PBMs** and 2 of the top 3 **pharmacies**

Signicant healthcare experience in providing end-to-end services to global healthcare organizations backed by **35,000+** healthcare professionals

Healthcare is at a point of convergence:
Industry shifts are impacting the way healthcare is done today.

New business model

Fundamental industry shifts

- Shift to value
- Government programs
- Shift to consumer
- Compliance & security

Advances in technology & medicine

- Blockchain
- Connected health
- Geonomics
- Artifcial intelligence & robotics

Evolving & uncertain political environment

- ACA vs. AHCA
- High-risk pools
- Entitlement reform
- Mandates vs. Tax incentives
- State waivers

Driving changes in the roles played by key healthcare constituents

- Member & patient engagement
- Shared-risk models
- Value-based reimbursement
- High financial impact

Disruption in the industry is pervasive

- Digital platforms & as a service
- Price transparency
- Integrated information sharing
- Automation

While there are many factors contributing to the industry-wide shift, As a Service models are changing how businesses are investing in technology and providing the necessary operational agility to expand as the market grows.

Bringing together automation, insights, and bestin-class industry processes and platforms allows businesses to focus on creating new products, cultivating a better customer experience and establishing a strong competitive differentiation.

Given the current political climate, financial pressures and compliance requirements that government health plans are now experiencing, as a Service models are the way forward.

Cognizant's comprehensive healthcare practice spans all aspects of the healthcare ecosystem and provides a broad range of services and solutions that address regulatory requirements, emerging industry trends and operational improvements.

An industry leader for government lines of business.

Through the combination of technology innovation, passion for client satisfaction, deep healthcare industry understanding, a collaborative workforce and business process expertise, Cognizant has positioned itself as an industry leader and provider of information technology, business process and platform services, business consulting and digital offerings to leading healthcare companies.

Delivering end-to-end capabilities

Our specific experience offers unparalleled expertise to serve health plans of all sizes across the government spectrum. Cognizant's end-to-end capabilities helps you achieve business outcomes whether you are new to the government programs market or looking to evolve and scale your existing business.

To further expand our capabilities in the government market, Cognizant recently acquired TMG Health. The integration of TMG Health, a top service provider for U.S. government managed healthcare programs, extends our ability to offer more mature, enhanced services.

TMG Health advances our solution portfolio with distinctive competencies for government program administration, including Medicare, Medicare Advantage, Medicare Supplement, Prescription Drug Plans, Managed Medicaid, Dual Eligible, Children's Health Insurance Program (CHIP) and Managed Long-Term Services and Supports (MLTSS).

Today, our integrated government credentials showcase why cognizant is the market leader.

Medicare

An **experienced** partner with a track record of success

119+ Medicare advantage and Part D clients

~60% of all Medicare members are supported by our systems & services

Medicaid

Our unparalleled **experience** in managed medicaid

92+ Medicaid clients in 37 states

~60% of all Medicaid members are supported by our systems & services

Finding synergies: Our pledge to lead and innovate.

Cognizant is committed to continuous innovation in our solution portfolio. We've strategically built the broadest suite of government programs offerings, while delivering the most effective and reliable services.

Comprehensive offerings to address government program needs

Payers	Providers	Pharmacy benefit managers	Government
Products	**Technology services**	**Business services**	**Consulting**
• Core platforms facets & QNXT • Risk, encounters & claims elements suite • Quality claim sphere suite • Medical management careAdvance, VBB, TTAP • Consumerism TranZform - Engage	• AI & Analytics • Digital engineering • Application Services • Quality engineering & assurance • Infrastructure, cloud & security services	• Claims, billing & enrollment benefit administration • Provider data mgmt. & Credentialing • Medical management clinical services & risk mgmt. • Members & providers customer service • Agents & brokers agent licensing	• Digital strategy • Business optimization • Advisory, implementation & Readiness • Risk & compliance • Privacy & security

Exchange	Medicare advantage	Medicare supplement	PDP	Managed medicaid	Chip	Duals	MLTSS

Products

Cognizant's software solutions, including our TriZetto® Healthcare Products portfolio, are designed for health plans to administer government programs, reduce manual processing burdens, drive administrative efficiency and enhance revenue — all while improving the cost and quality of care for government populations. Our products address the changing CMS requirements including reporting, eligibility, financial reconciliation, risk adjustment, quality and more.

Technology services

Advance application and infrastructure landscape for an efficient digital enterprise by rationalizing and consolidating IT assets, streamline processes with virtualization, and address legacy system vulnerabilities by fortifying IT. Enable disruptive digital business models through our multidisciplinary team of social scientists, design thinkers, creative technologists, and digital strategists.

Business services

Cognizant's full suite of Business Process Services (BPS) can support government program-specific requirements by alleviating many administrative tasks, which can increase process effectiveness and efficiency, and reduce administrative costs.

From front-end processing and enrollment to claims administration to medical management, we can provide the services and desk-level procedures that support administration of both Medicare Advantage and Managed Medicaid programs.

Consulting

From strategy and planning to program implementation, business optimization and digital transformation, Cognizant's full suite of consulting and advisory services is specifically designed for health plans that serve the government programs market.

We can help your business address today's challenges, including regulatory compliance, integratedhealth management, consumerism, health intelligence and analytics, and more.

Business process as a service

BPaaS provides operational agility to enter into the government space quickly and to expand as the market grows. Our government programs BPaaS brings together automation, insights, best-in-class industry processes, platforms and an outcomedriven, integrated service delivery and program governance framework.

Health plans can create new products, focus on customer experience and have a strong competitive differentiation while addressing the pressures of both Medical Loss Ratio (MLR) and Administrative Loss Ratio (ALR).
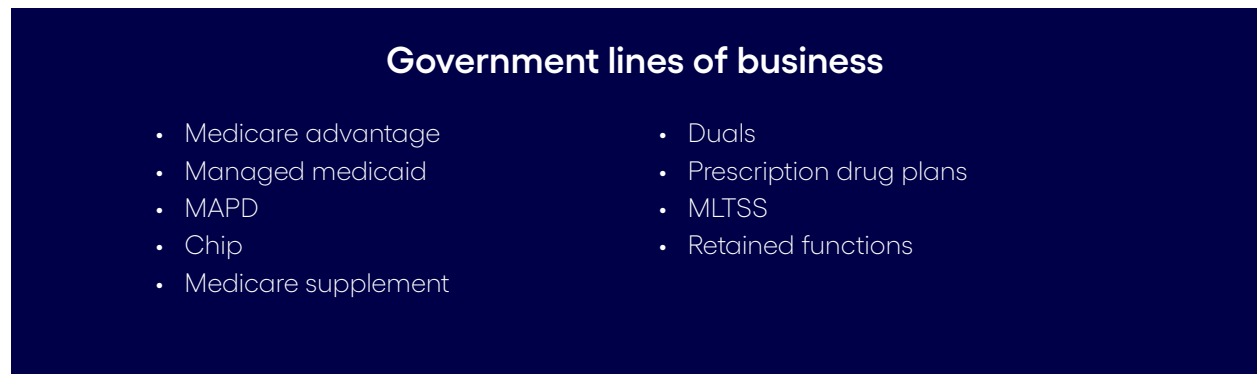
The Cognizant government BPaaS integration model.

The typical government BPaaS model enables Cognizant to manage overall operations and technology services, which allows health plans to focus on core strategy and business.

BPaaS service integration

Service management | Partner integration | Program management

Business operations

| Membership & configuration | Claims | Contact center | Appeals & grievances | Medical management | Provider management |

Technology services spanning business operations

| IT Services & infrastructure | Platform strategy | Product development | Go-To-Market | Hosting | Infrastructure assets |

Cognizant managing overall operations & technology services allows clients to focus on core strategy & lines of business

Government lines of business

- Medicare advantage
- Managed medicaid
- MAPD
- Chip
- Medicare supplement
- Duals
- Prescription drug plans
- MLTSS
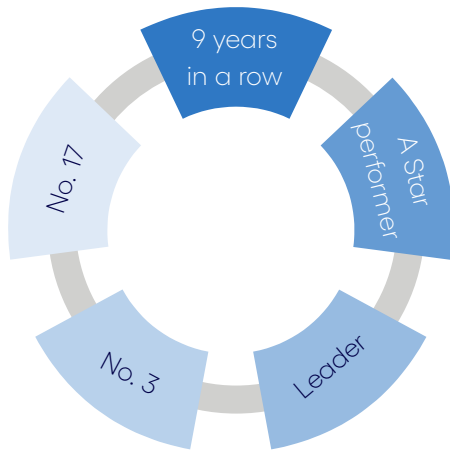- Retained functions

Quick Take

Our intergrated government credentials showcase why Cognizant is the market leader.

Cognizant, a committed strategic partner, has a wide range of products, solutions and deployment models for Medicare, Medicaid and other government lines of business to help support your operational objectives and business goals—all while focusing on outcomes.

You can take full advantage of advancements in technology to evolve your business and meet the demands of the new digital consumer, and Cognizant can help you do it.

To learn more about Cognizant's government programs solutions, visit www.cognizant.com/healthcare/government-public-health-plans.

Recognized as an industry leader

9 years in a row

A Star performer

No. 17

No. 3

Leader

As one of Fortune's most admired companies

Named as "Leader" and "Star performer" in digital services by everest group

Named as "Leader" in everest group's PEAK matrix for healthcare Payer IT services

In the 2017 healthcare informatics 100

On Fortune's future 50 list

cognizant®

Cognizant (Nasdaq-100: CTSH) 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.**

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

280 Bishopsgate
London
EC2M 4RB
England
Tel: +44 (01) 020 7297 7600

India Operations Headquarters

5/535, Okkiam Thoraipakkam,
Old Mahabalipuram Road,
Chennai 600 096
Tel: 1-800-208-6999
Fax: +91 (01) 44 4209 6060

APAC Headquarters

1 Fusionopolis Link,
Level 5 NEXUS@One-North,
North Tower Singapore 138542
Phone: +65 6812 4000