ClaimSphere™: Cognizant's HEDIS® Platform for Health Plans
Improve Quality and Outcomes with In-Depth Business Insights

Want a more collaborative working relationship than your current vendor provides? Need an extensible product to meet current and future quality reporting needs? Looking for a cost effective web-based NCQA certified HEDIS reporting solution?

HEDIS reporting is already complicated and requires an excellent working relationship and partnership with your software vendor. Your ClaimSphere™ HEDIS® team will ensure that realistic timelines are developed and that roles and responsibilities are well defined and there is clarity about any hard dates for some critical tasks. From the initial implementation through final rate submission, every facet of the annual reporting process operates transparently with both teams collaborating throughout so there will be no surprises.

Every health plan decides which one of the three modes of software implementation that will work best for them. It can be a simple plan-hosted software deployment, a software deployment hosted by Cognizant or on a private HIPAA-compliant cloud; or an outsourced or service bureau arrangement where the Cognizant team handles many of the ongoing tasks required to report HEDIS®.

Customization of quality metrics is easily accomplished using the powerful ClaimSphere™ evidence-based measure design tool. Users can create and modify complex queries stepping forward and backward in time, looking for evidence of events of interest.

The systematic sample frame for all HEDIS hybrid measures moves seamlessly into the ClaimSphere™ MRR Chart Abstraction Tool. Members are assigned to providers using customizable attribution logic like PCP most recently visited or seen most often. Users then assign reviewers, schedule appointments with provider offices and can over-read completed reviews. After data entry is saved, the system automatically updates the numerator status using the NCQA certified engine. Many productivity and status reports available are available to users.

Why pay more than you need to for a powerful and robust analytic reporting tool when Cognizant can provide an exceptional web-based product at a very competitive price? Health plans still have the flexibility to select the mode of implementation that suits them and the software has the scalability to analyze millions of members and meet the timeline requirements.
Cognizant’s ClaimSphere™ HEDIS® Solution Overview

ClaimSphere™ HEDIS® is Cognizant’s NCQA-certified HEDIS® solution for the healthcare payer market. It is an easy to use product to meet annual state and national regulatory requirements with the flexibility to meet health plan specific quality improvement objectives.

Health Plans can easily track member gaps in care, improved HEDIS® and CMS 5-Star ratings, on an annual or monthly basis, and support targeted patient and provider interventions.

Users can leverage the data to improve HEDIS® scores to gain competitive advantage, drive membership growth, obtain national quality bonus payments or quantify state-specific or plan-driven P4P payments.

ClaimSphere™ HEDIS® generates all the standard outputs to meet HEDIS® regulatory and compliance requirements:

- IDSS outputs required for NCQA HEDIS submissions
- Patient-Level Detail Files to meet CMS data submission requirements
- CAHPS sample frames for member satisfaction surveys
- MRR hybrid measure chart abstraction sample frames
- Member or Provider scorecards that summarize care needed

Solution Highlights

- Proven Microsoft BI technology stack
- Web-based Self-service BI platform
- Seamless integration of admin and medical record data
- IDSS and Medicare Patient-Level Detail File formats
- CAHPS sample frame
- Generate HEDIS hybrid measure sample frames
- Offline chart abstraction data entry and scheduling capabilities
- Chart data capture upload for chart abstraction screen
- Real-time data entry validation for chart abstraction
- Ad hoc analysis
- Excel support
- Care gap report
- Provider scorecard
- Cohort analysis
- Data Quality Report

Easy Implementation – ClaimSphere™ Cockpit 2.0

ClaimSphere HEDIS provides a tightly integrated interface for technical users. Loading data, checking data quality, running analysis and managing the software is done through a well-defined screen driven process and flow with dashboards, schedulers, monitors and reports.

The ability to provide a rapid analytic cycle time is another strong competitive advantage. Disparate data can be loaded quickly and reviewed for quality. Then, in depth analysis and outputs are quickly generated and pushed out to end users in a wide variety of formats and forms. ClaimSphere HEDIS creates a data repository that provides a single source of the truth and a variety of views about members and providers.

Users receive annual updates of the current set of NCQA certified HEDIS measures. This means client efforts can be focused on the use of system generated analysis and not updating or managing the product.
Intuitive Access to Results

Monitoring, intervening and improving results have never been easier. Standard system views provide users with insight through LOB analysis, gaps-in-care reporting, provider scorecards, drill-down capabilities as well as the ability to export data into Microsoft Excel pivot tables and OLAP browser.

The end user interface is specifically geared for business oriented views of the analysis, results and outputs for a wide range of quality improvement reporting needs. Viewing and extracting reports is a simple, menu driven process with a variety of output formats for data extracts.

Powerful Analytical Capabilities

In addition to the standard HEDIS® metrics provided, users have access to a powerful measure design tool. This evidenced-based measure builder tool allows users to easily create and modify queries that provide member and provider specific analysis based on standard clinical guidelines or health plan specific quality improvement initiatives.

Over sixty basic rules provide the ability to construct metrics with complex parameters, populations, denominators, numerators and exclusions. Simple drag and drop functionality means modifications are simple for both building and modifying measures. Sentinel medical events are created and maintained in a code configuration library that captures the complexity and richness of any evidenced based guideline.

HEDIS® & CMS-STAR Measure Score Improvement Services

Cognizant’s SmartSERV Quality Assessment and Improvement Service packages assessment, QI assets and framework; robust analytics, automated campaigns, and nurse-based intervention as a turnkey offering to improve HEDIS®, CMS star and medicaid quality ratings. It follows a well-defined six phase approach: assessment of as-is state, stratifying cohorts, identifying care gaps, engaging patients and physicians, managing patients and measuring outcomes.
Why Partner with Cognizant?

Our Healthcare Practice delivers a unique combination of capabilities critical to your success:

- **Recognized Expertise:** Our deep domain consulting knowledge, information technology delivery leadership, and business process management capabilities are supported by more than 30,000 healthcare industry professionals including physicians, nurses and other clinicians, as well as consulting and technology professionals, who provide the expertise to address your unique challenges.

- **Industry Leadership:** Our healthcare clients include 15 of the top 20 U.S. health plans, five of the top six PBMs, leading providers and industry intermediaries. We've consistently been named to the Healthcare Informatics Top 100, ranked #6 in 2013, a testament to our continual investment in building strong relationships with our clients and the trust we have built across the industry.

- **End-to-End Solutions:** We provide integrated, end-to-end solutions to implement rapid process improvements, transform your business, and achieve sustainable competitive advantage. Our solutions offer fresh perspectives and innovative approaches across the services continuum – from strategic business consulting to business process outsourcing.

- **A Passionate Focus on Client Needs:** We work in partnership with our clients – some of the largest healthcare organizations in the world – to make their businesses stronger and more valuable. And our “client-first” culture of customer satisfaction results in more than 90% of annual revenue derived from existing highly satisfied clients.

**Start Today**

In a time when companies are relentlessly pushing to compete better, move faster, and fight harder, Cognizant is the global technology partner with one single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to working closely with clients to make their businesses stronger. Find out more about how ClaimSphere can add significant value to your organization by helping your business overcome industry barriers to achieve greater operational and market performance. Contact us at ClaimSphere-BD@cognizant.com, or visit us online at www.cognizant.com.