Cognizant Services Platform
Supporting HEDIS® Compliance
Meeting the complexities of regulatory reporting requires a highly collaborative relationship with a technology partner you can trust. From initial implementation through final rate submission, every facet of the annual National Committee for Quality Assurance (NCQA)’s HEDIS® reporting process needs to operate seamlessly and cooperatively to ensure no surprises.

ClaimSphere® QaaS (Quality as a Service) is Cognizant’s NCQA-certified HEDIS® solution supporting end-to-end regulatory reporting for admin and hybrid measures. Integration with several Medical Record Review offerings facilitates on-time submission to NCQA, CMS and many state agencies, while system flexibility offers additional support for meeting health plan-specific quality improvement objectives.

ClaimSphere QaaS also integrates with core claims engines such as Facets® and QNXT™ to deliver a seamless flow of claims data. This integration can lead to faster care-gap identification when combined with advanced analytics and by partnering with Medical Record Review/chart abstraction vendors.

Available via the cloud, ClaimSphere QaaS cost-effectively delivers advanced HEDIS® reporting and analytics functionality administered by experienced quality improvement subject matter experts (SMEs). These experts work closely with your team to enable regulatory compliance, facilitate a deeper understanding of population health status and practices and target opportunities for enhancing quality scores.

Meet your HEDIS® reporting and quality improvement goals with in-depth business insights.

ClaimSphere QaaS is a NCQA certified platform since 2010.

Measure and improve quality of care with improved efficiency and cost savings.

- Enable on-time and accurate submissions to NCQA, CMS, P4P and state agencies
- Support value-based programs and initiatives
- Enhance provider engagement opportunities
- Deliver real-time Facets or QNXT integration for faster care gap closure
- Incorporate predictive analytics to ensure higher quality scores
- Enables targeted member or provider outreach/interventions
- Track member gaps in care
- Drive membership and business growth
- Enhance eligibility for quality bonus payments/incentives
Monitoring, intervening and improving HEDIS® results have never been easier.

With this comprehensive patient journey analytics solution, you can identify retrospective, prospective and predictive quality improvement needs across the healthcare spectrum. Unlike other offerings, ClaimSphere QaaS is able to decode patient-specific clinical events across disparate data sources to detect key issues impacting quality scores.

This allows you to take corrective action faster to improve ratings, care and outcomes.

End-to-end HEDIS® workflow management for data quality and process automation

Improve IT staff efficiency and seamlessly manage HEDIS® workflow through final lock down and submission. The ClaimSphere QaaS data integration and administration tool manages administration and supplemental data sources intake, crosswalks custom codes to standard codes and schedules and monitors jobs. A built-in data quality profiler uncovers data-related issues to enhance rate improvement efforts.

Business intelligence with drilldown and export capabilities for in-depth analysis

Self-service business intelligence tools help you uncover the root causes of low HEDIS® scores. Apart from pre-defined dashboards and reports, data can also be easily exported into Microsoft Excel pivot tables and OLAP browsers for customized reporting, ad-hoc analytics and follow-up action planning. This unprecedented information transparency and insights into HEDIS® score changes allow for analysis and planning on overall quality improvement.

One powerful data source for increased accuracy and efficiency

The ClaimSphere QaaS data repository provides a single source of truth—populating expansive member and provider views with key information. Well-defined, screen-driven processes load data, check quality, run analyses and manage data flow through dashboards, schedulers, monitors and reports. With a single comprehensive data source effectively managed by system experts, you have access to a more accurate and expansive view of your population, your providers and the quality of care being delivered.

Integration with Medical Record Review (MRR) for expanded insights into care

HEDIS® hybrid measure file structures are designed to interface with your existing medical chart abstraction tools to provide a more comprehensive picture of care and services delivered. ClaimSphere QaaS’ bidirectional interface integrates with industry-leading Medical Record Review (MRR) vendor systems. Cognizant also works with your vendors to integrate and generate hybrid rates and support the Medical Record Review Validation (MRRV) audit process.

Actionable intelligence for meaningful provider collaboration

ClaimSphere QaaS integrates with TriZetto® ClaimSphere® Clinical+ to minimize provider abrasion via large-scale distribution of care gap insights in near real-time for faster gap closure. This integration facilitates supplemental data collection from providers and empowers payers with provider performance analytics.

Core system integration for faster care-gap identification and closure

ClaimSphere QaaS real-time Stream Technology integrates with core claims engines such as Facets and QNXT. By reducing data processing and care-gap identification/closure time, health plans may achieve faster care-gap management and improved care outcomes.

User-friendly design for faster rollout of value-based programs

In addition to standard HEDIS® metrics, ClaimSphere Evidence-Based Measure, our evidence-based measure builder tool, allows users to quickly create and modify queries for member and provider specific analyses. These analyses can be based on standard clinical guidelines or health plan specific quality improvement initiatives. You can also create and modify complex queries stepping forward and backward in time to seek evidence of events of interest.
Evidence-based library for more efficient metric construction

A built-in library of 100+ basic rules with an intuitive user interface simplifies metrics construction—maintaining complex parameters, populations, denominators, numerators and exclusions. The library is supported with drag and drop functionality that makes it easy to build and modify measures. Sentinel medical events are also created and maintained in a code configuration library designed to support the complexity and richness of today’s evidence-based guidelines.

Predictive analytics for higher ROI

Quality Improvement with Predictive Analytics (QIPA) provides disease condition-specific statistical models that show member-level propensity scores based on adherence to evidence-based clinical guidelines. Health plans can stratify their gaps-in-care population and use the scores to design and implement appropriate intervention strategies—enhancing the ROI potential of quality improvement initiatives.

Targeted outreach for enhanced population health

Member stratification via the population explorer and cohort management tool enables focused intervention and targeted outreach activities. Built-in cohorts and the flexibility to configure cohorts using our drag-and-drop user interface let you drill down for 360° views of member health status—vital information for reducing member abrasion.

ClaimSphere QaaS – A proven end-to-end HEDIS® services solution

The ClaimSphere QaaS footprint spans over 25 states and works with Medicaid, Medicare and other lines of business to identify retrospective, prospective and predictive quality improvement needs across the healthcare spectrum. In addition to HEDIS® reporting, ClaimSphere QaaS can support automated campaigns and nurse-based intervention to improve ratings.

Cognizant also offers member and provider outreach services to assist in submission and targeted outreach for measure improvements.

For more information about how the Cognizant line of TriZetto Healthcare Products can help you enhance revenue growth, drive administrative efficiency and improve cost and quality of care, call 1-800-569-1222 or visit www.cognizant.com/trizetto.

HEDIS® is a registered trademark of the National Committee for Quality Assurance.

About Cognizant

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.