



Combined Implementation of Core System/SQL Server Upgrades Drives Compliance and Improved Automation

With the help of their Cognizant Systems Implementation team, Kern Health Systems executed critical upgrades tied to meeting regulatory requirements and expanding auto-adjudication functionality.

Kern Health Systems (KHS) is a managed care health plan serving more than 250,000 MediCal recipients throughout Kern County, California. One year after their initial implementation of the TriZetto® QNXT™ core administration system, KHS was ready to upgrade and take advantage of valuable compliance and automation enhancements.

KHS was also upgrading to a newer version of SQL, further adding to the project's complexity. With all of their data on a centralized repository, data from nine different QNXT and non-QNXT servers (both physical and virtual) had to be converted.

AT A GLANCE

Support from their Cognizant Systems Implementation team helped Kern Health Systems successfully implement a core QNXT system upgrade and migrate to a newer version of SQL in just seven weeks.

Solution Highlights:

- Met objectives with no member service disruption
- Increased auto-adjudication by 3%
- Achieved 78-83% auto-adjudication using out-of-the-box functionality
- Eliminated costly legacy system

OUTCOMES

Kern Health Systems is taking advantage of QNXT system enhancements –improving efficiencies, saving money, increasing auto-adjudication and supporting the health plan's strategic business goals.

“What I appreciated the most was how closely our combined teams worked together. Upgrades with our previous core system never went as planned and always exceeded the targeted timeline. With our QNXT upgrade, we surpassed executive management expectations.”

Alan Avery
COO, Kern Health Systems

Because the KHS team was challenged to complete the upgrade while simultaneously supporting other key initiatives, they established an aggressive seven-week timeframe for the project—significantly less than the four-to-six month process required for their previous system.

Cognizant Systems Implementation (SI) provided KHS with the crucial support needed to upgrade all custom DLL processes to meet their objectives. KHS technical and business resources worked closely with the Cognizant SI team to develop a well-articulated strategy for the DLL components. The result was a highly successful upgrade that was completed on time, with little-to-no disruption of operations.

The major project had moved forward so smoothly that executive management was completely unaware that it had taken place, and were only informed upon the project's completion.

“I had a better than expected experience,” said Victoria Hurtado, director, information technology operations for Kern Health Systems. “The support we received from Cognizant was critical to the success of this project.”

System enhancements began delivering value almost immediately, improving automation and supporting regulatory compliance for the health plan's MediCal business. KHS was also able to fully retire its previous legacy system—saving significant expense and allowing the re-assignment of processing personnel to more complex auditing responsibilities.

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