Cognizant®

Data Sheet

TriZetto® EngageMember®

Growing member loyalty with great experiences powered by real-time data.

Health plan members need tools and information to help them make the care decisions that are right for them. Meanwhile, new data interoperability and proposed price transparency rules are changing payer value propositions and opening the door wider to new competition for members. Data is the key to delivering the intelligent, personalized experiences necessary to engage and retain members. Yet it's been challenging and expensive to unlock that data across the business.

TriZetto® EngageMember® changes that story, empowering your members with real-time information to make their best healthcare choices while reducing your service and IT costs. EngageMember is a software-as-a-service (SaaS) engagement portal that enables members to securely access their claims, coverage, cost and network data in real time from your core administration systems. It gives members the accurate, up-to-date data they require to make more informed decisions about controlling and managing their care.

Powerful data management capabilities improve member service and satisfaction

EngageMember reduces the need for expensive custom integrations and maintenance with its built-in data management capabilities. Data from disparate systems must be normalized and prepared for use by members if they are to receive a complete picture of their plan status. Through real-time data management,

EngageMember collects and stores raw, mastered and curated data from your TriZetto® core administrative systems or other integrated critical applications and third-party systems. It then delivers member-requested data through an intuitive interface.

Because EngageMember is preintegrated with the TriZetto® Facets® and QNXT™ platforms, its data management capabilities manage bidirectional data flows among your systems. These capabilities help synchronize data in real time among integrated systems and applications, so members and service representatives see the same data.

Improving member satisfaction while streamlining operations and expenses

EngageMember delivers cost-efficient rich member experiences with features and benefits that include:

▎ Extensive member self–service capabilities. Members have direct access to their real–time benefits data to understand the impact of their choices based on their health plan. They can carry out tasks like switching primary care physicians or printing new ID cards through the portal without calling member services. With EngageMember, your organization delivers a higher level of service while reducing service operating costs.

▎ Holistic view of health experiences. EngageMember taps into data from core and other relevant systems. Through a single login, members can see information integrated from their across health experiences.

▌ Data management capabilities extend the value of existing technology infrastructure. Because it is system–agnostic and rich in data management capabilities, EngageMember can integrate with other applications beyond your core administrative system. Its bidirectional data flows can help these applications perform better, generating more value from the data created throughout your technology landscape.

▌ Reduced IT burden. With its data management capabilities and preintegration with the Facets and QNXT platforms, EngageMember eliminates the need for custom integration development, simplifying IT infrastructure and shortening time to implementation. Its SaaS delivery model reduces hardware and maintenance spending.

▌ Customization without coding. Configure EngageMember to your unique member mix, brand, messaging and needs with easy updates and content integrations that business users can do themselves. It reduces the need for IT assistance and gets new features to members faster.

▌ Continuously compliant. EngageMember is designed to consider 508 accessibility requirements, interoperability, the HL7® FHIR® standard and proposed price transparency rules, freeing up your technology and administrative resources.

▌ Scalable to meet future needs. It's cloud–native architecture and SaaS delivery gives EngageMember the flexibility to quickly scale and rapidly deliver the new features and capabilities you need to exceed member expectations.

Modernize your member experience capabilities today

Equip your members with easy access to real-time data about their health plan benefits so they can make optimal decisions to better manage their healthcare. For more information about how EngageMember empowers your members while streamlining operations and reducing costs, visit www.cognizant.com.

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.

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