



# Cognizant®

Data Sheet

## TriZetto® EngageProvider®

Engaging providers with the power of easy access to real-time member data.

Plan members expect providers to help them understand how their health benefits affect their care decisions. To assist members when it matters most, at the point of care, providers need fast access to real-time data, such as eligibility and authorizations. Batch-processed data pushed to a portal does not help providers deliver the intelligent, smooth experience your members demand. Yet gathering data from core administration systems and disparate applications for real-time delivery through a single portal has been a daunting, resource-consuming project. Until now.

Equip providers with real-time transactional data delivered through TriZetto® EngageProvider®. This software-as-a-service (SaaS) engagement portal taps your core administrative systems to give providers a single source of real-time data, including eligibility, claims, coverage, referrals and authorizations. EngageProvider offers self-service capabilities through an intuitive interface, so providers avoid calling your service representatives. The portal helps providers more efficiently manage their practices and support member care decisions to improve outcomes and lower costs.

### **Streamlining access and integration with powerful data management**

EngageProvider reduces the need for expensive custom integrations and maintenance with its powerful

built-in data management capabilities. Data from disparate systems must be normalized and made ready for use by other systems to provide a complete, current picture of a patient's benefits status. Through real-time data management, EngageProvider collects and stores raw, mastered and curated data from TriZetto® core administrative systems or other integrated applications and third-party systems, such as utilization management. It delivers essential data to providers on-demand.

EngageProvider manages bidirectional data flows and is preintegrated with the TriZetto® Facets® and QNXT™ platforms. These capabilities help to synchronize data in real time among integrated systems and applications. Providers and your service representatives see the same up-to-date data to help patients make the most appropriate care decisions and streamline administrative workflows.

### **Improve provider relations while streamlining service operations**

Built in and delivered from the cloud, EngageProvider has the power and flexibility to enhance provider experiences while improving efficiencies through features that include:

- Single view of comprehensive member data. With one login, providers gain access to accurate, fully updated patient plan information, helping them incorporate benefits and health plan services into their decision-making. EngageProvider can also generate real-time claims estimates when integrated with Facets or QNXT. Care teams have

actionable insights into patient information that allow them to be proactive in providing the best possible care to their populations.

- Data management capabilities extend the value of existing technology infrastructure. Because of its TriZetto system-agnostic design and data integration capabilities, EngageProvider can be integrated with other applications beyond the core administrative system. Its bidirectional data flows help these applications perform better, generating more value from the data created throughout your technology landscape.
- Reduced IT burden. EngageProvider's pre-integration with the Facets and QNXT platforms eliminates the need for custom integration development, simplifying IT infrastructure and shortening time to implementation. Its subscription-based, SaaS delivery model reduces hardware and maintenance spending.
- Self-service capabilities. The portal's self-service capabilities plus retrieval of real-time data help reduce provider calls and inquiries to contact centers.
- Provider administrative capabilities. Providers may use the portal to update their directory information and make practice information attestations online. EngageProvider also allows

providers to make single member or multiple simultaneous member inquiries and submit attachments through a message center.

- Business-user friendly tools. Configure the portal to your unique brand, messaging and provider needs without custom development or the help of IT.
- Continuous compliance. EngageProvider is designed to align with regulatory requirements such as interoperability, the HL7® FHIR® standard and proposed price transparency rules, saving your organization IT time and resources.
- Scalable to meet future demands. Cloud-native architecture gives EngageProvider the flexibility to quickly scale and rapidly deliver new features and capabilities necessary to meet evolving provider engagement needs.

### Modernize your provider engagement capabilities today

With real-time information access, providers can help their patients—your members—make optimal decisions at the point of care. For more information about how EngageProvider will help you engage providers, improve member experiences and outcomes and reduce administrative costs, visit [www.cognizant.com](http://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](http://www.cognizant.com/healthcare).



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