The QNXT Appeals and Grievance Workflow Module is designed to help you:

- Reduce Costs
- Lower Risk
- Improve Efficiency
- Advance Productivity
- Increase Member Satisfaction
- Grow Profitability

The QNXT Appeals and Grievance Workflow Module is part of the Cognizant line of TriZetto Healthcare Products—a portfolio of software products that help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and improve the member and patient experience.

TriZetto QNXT Appeals and Grievance Workflow is designed to automate and manage the appeals, grievance and complaint process. The application helps reduce risk and associated costs by increasing automation and streamlining workflows. Incidents are electronically routed to the appropriate people who can perform the tasks required.

Administrating the appeals and grievance process can difficult for health plans to manage—often relying on inefficient manual practices that leave room for error. These inefficiencies can lead to long resolution times and poor member satisfaction, and may result in potential fines for non-compliance with CMS processes and ACA regulatory requirements.
The module allows you to create business rules that combine CMS and Affordable Care Act regulatory requirements with internal business processes—establishing workflows tailored to your unique needs. The system also provides a central repository for all appeals, grievances and complaints while allowing access to related member, provider, claim, and authorization information for tracking and reporting purposes.

QNXT Appeals and Grievance Workflow integrates with the TriZetto QNXT Enterprise™ core administration system for optimal efficiency and offers the ability to configure correspondence templates with the TriZetto Communication System for quick and easy deployment. The module includes a dashboard feature with alerts and real-time tracking of communications, documents and resolution timeframes.

Benefits of Automation
Moving from a manual-based process to a streamlined, automated workflow for your appeals, grievance and complaint program can deliver significant benefits to your organization:

Flexibility
- Creates user-defined routing and workflow itineraries for payer business scenarios
- Configures appeal types, due dates and workflow itineraries

Transparency
- Generates real-time reporting/dashboard/alerts
- Allows visibility into related documents and correspondence

Productivity
- Provides the ability to configure letter templates
- Tracks communications, documents and resolution timeframes in real-time
- Prioritizes work items and submits via streamlined, rules-driven routing
- Aligns tasks with appropriate personnel

Compliance Support
- Helps you adhere to applicable CMS and ACA timelines with client configuration
- Delivers comprehensive audit trails
- Alerts users to “at-risk”, time sensitive items
- Provides easy access to case file for CMS audits

Reach your objectives faster
In addition to TriZetto Appeals and Grievance Workflow, we offer an extensive line of solutions and services that harness the power of digital to optimize your business. Achieve new levels of performance and efficiency with Digital Business, Digital Operations, and Digital Systems and Technology capabilities from Cognizant.

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.

ABOUT COGNIZANT
Cognizant (Nasdaq-100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.