Pended claims can generate an ongoing struggle of growing backlogs, dissatisfied providers and potential regulatory non-compliance. To avoid these issues, many payers rely on inefficient and costly manual processes.

QNXT Claims Workflow is designed to help you manage your claim inventory more efficiently—reducing costs and increasing productivity. The application is deeply integrated with your QNXT Enterprise™ core administration system to help prioritize, triage and reduce pended and exception claims and improve processing performance.

QNXT Claims Workflow 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.

The application automatically manages and routes claims in real-time to user work queues based on configured routing rules. Prioritized and routed claims are resolved and then reintroduced into the QNXT adjudication process. QNXT users then quickly and efficiently move on to the next work item in their workflow queue.

**Automatic identification, prioritization and routing**

Work items can be automatically routed based on specific data elements, user skills, lines of business and numerous other variables. The work queues to which items are sent can be prioritized based on prompt-pay-discount rules, provider requirements, group and product requirements, issue complexity, user role and level of experience, as well as other criteria.
Real-time delivery of work items
A real-time online dashboard provides snapshots of workflow status that show projected workloads by user or role. If a user or role has too much—or not enough—work in their queue, the manager can reassign work items and view an updated snapshot. Integration with the core QNXT application allows work items to be automatically balanced / redistributed when volumes exceed a predefined threshold.

More efficient supervision processes and improved staff productivity
As business needs change, supervisory users can quickly and easily change or add rules. Managers can override normal business rules in order to balance workloads or respond to special circumstances and streamline routing of high priority claims for timely processing. Because QNXT Workflow is easily configured, changes can be applied without extensive staff training or IT staff involvement.

Reach your objectives faster
In addition to the TriZetto QNXT Claims Workflow solution, 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.

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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.