Utilization management is an important part of payer operations where timely access to patient information is required to ensure that appropriate clinical decisions are made and may also affect a plan's ability to meet required turnaround timeframes and delivery of quality care to their members.

Introducing QNXT Utilization Management Workflow into your existing QNXT™ environment may help you reduce costs, improve efficiency and increase the productivity of your end users. QNXT Utilization Management Workflow is designed specifically to help manage your utilization management (UM) inventory more efficiently. The new workflow capabilities for UM will help prioritize, triage and reduce lagging pended UM or referral requests resulting in improved administrative efficiency and performance.

QNXT Utilization Management Workflow capabilities and features:

- User configurable Utilization Management queues
- Resolution of UM business requirements without manual intervention
- Real-time views of employee Utilization and work queues
- Natural language configuration of end-user desk level procedures
- Prioritization of UM items in order to meet timely resolution requirements

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.
QNXT Utilization Management Workflow automatically manages and routes UM documents in real-time to user work queues based on configured routing rules. QNXT users then quickly and efficiently move on to the next work item in their workflow queue. QNXT Utilization Management Workflow also solves a common industry problem known as “auto auth”. Based on configurable rules Workflow Engine can send a response to QNXT to apply an action. For example: set a line status to approved.

Designed to help plans manage the inventory and priority of UM documents to be worked, QNXT Utilization Management Workflow capabilities include:

- Automatic identification, prioritization and routing of UM documents to end users
- Real-time delivery of work items via seamless integration with QNXT
- More efficient performance of supervisory tasks and improvement staff productivity

**Automatic identification, prioritization and routing of UM documents**

UM documents can be automatically routed based on specific data elements, users' skills, the organization's lines of business, and many other variables. The work queues to which items are sent can be set-up and prioritized based on a plan's medical policy, line of business and provider requirements, group and product requirements, complexity of the issue, users' roles and level of experience within the organization, and other criteria.

**Real-time delivery of work items via integration with QNXT**

A real-time online dashboard provides snapshots of workflow status, showing 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 a real time snapshot of current inventory. The application is integrated with the core application allowing the smooth delivery of work items to automatically balance/redistribute work when volume exceeds a predefined threshold.

**More efficient performance of supervisory tasks and improvement 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 UM documents for timely processing. Because QNXT Utilization Management Workflow is easily configured, changes can be made without extensive staff training or IT staff involvement.

**Reach your objectives faster**

In addition to the TriZetto QNXT Utilization Management 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.

---

**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.

© 2018, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission from Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned herein are the property of their respective owners.