In today’s market, few organizations can afford the labor-intensive processes associated with manually routing claims, balancing employee workloads and ensuring timely processing for high-priority items—not to mention the costly errors and delays they create.

**Increasing automation and efficiency**

To achieve high levels of auto-adjudication without sacrificing payment accuracy, claim routing rules must be finely tuned and workflows streamlined. The ClaimWorkflow solution, being integrated within the QicLink claims processing engine, is designed to improve your business processes via functionality that includes:

- **Multisource data acceptance:** You can accept claims/encounter data from numerous sources, including clearinghouses and direct provider submission, using the following formats:
  - HIPAA-compliant 5010 837 formats for institutional, professional, and dental claims
  - QicLink proprietary claim file format

**QicLink ClaimWorkflow streamlines claims adjudication—eliminating bottlenecks, automating manual processes and reducing costs while improving speed, accuracy and efficiency.**

- **Automated routing:** Claims and encounters are routed to appropriate work queues, individuals or teams based on rules established by your operations management team.

- **Adjudication methodology selection:** Claims are adjudicated based on the rules you have built:
  - Automated batch adjudication following user-defined, plan-specific parameters that also allows tracking to monitor receipt and progress
  - Individual review and approval of claims that do not meet criteria as specified in ClaimWorkflow
How it works
When used in tandem with the Automatic Benefit Determination functionality of QicLink plan configuration, payment codes are assigned according to your preset definitions.

ClaimWorkflow allows you to establish criteria to identify the exception claims that are not eligible for automatic adjudication. The work queues to which claims are sent can be as a result of group or lines of business requirements, claim scenarios, and/or users’ roles or skill set. A list of claims and line items not passing the automated editing process, along with the cause, is available. Moreover, in combination with the QicLink Claim Trace functionality, you are able to track the receipt and progress of claims as they are worked.

Individual examiners or teams are able to review and process the claims for their assigned work queues. A semi-automatic adjudication option is also available, which enables second-pass automation and improved claims processing productivity.

Why ClaimWorkflow is so effective
- **Business process automation:** Automation levels are increased through the combination of EDI, claim batch entry, and workflow integration.
- **Integration:** Deep integration with the QicLink claims adjudication system enables a seamless process with real-time delivery of work items and tracking of claims and encounters as they pass through the system.
- **Productivity improvements:** Because tasks and processes are automated, supervisor and staff intervention is significantly reduced. This allows your claim team to focus their attention on more complex functions.
- **Reduced errors:** Because data, not paper, is passed along to processors, there is a significant reduction in lost claims and other mistakes associated with manual, paper-based processes.

Reach your objectives faster
In addition to the TriZetto QicLink ClaimWorkflow solution, we offer an extensive line of solutions and services that harnesses 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.