To deliver quality customer service, your representatives need ready access to multiple levels of information, while your management team needs to monitor and track call volumes and performance levels.

The web-based Customer Service module provides a QicLink-integrated solution in an Internet browser-based format for comprehensive customer service data access, information tracking and reporting.

The QicLink Customer Service 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® QicLink™ Customer Service
Enhance the customer service experience with browser-based technology

Use the Customer Service module’s Internet browser-based formats to provide a personalized home page with customizable view and sort options, as well as ‘point and click’ access to information fields.

Extensive display and inquiry functionality supports rapid and accurate call resolution.

The system lets representatives easily manage call activity using point-and-click functionality, drop-down boxes, scroll lists and multiple sort and display options. Call detail is captured and unresolved queries can be referred to another individual or department. Managers can track, store and generate reports on all incoming and outgoing calls based on multiple criteria.

Personalized Home Page
A personalized home page allows you to see all open calls and call referrals. The call log includes input and display of call inquiry and resolution, and prints a hard copy record of calls.

cognizant.com
Increase Productivity and Accuracy
With the broad capabilities and flexibility of the Customer Service module, you can increase the accuracy and the productivity of your customer service areas by:

• Providing service reps with faster access to the information they need
• Increasing staff productivity through shortened response time
• Simplifying call tracking and follow-up with clearly designated call responsibilities
• Identifying and addressing communication issues via call categorization
• Quantifying your services using hard data to illustrate client support efforts
• Allocating customer support resources using call volume data
• Increasing staff extensibility by using the Internet to deliver system access to home-based employees

Reach Your Objectives Faster
In addition to TriZetto QicLink Enterprise Web-based Customer Service, 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.

Streamlined Inquiry Capabilities
The enrollee/member information screen displays a wide array of detail in its initial window to support service efforts, including:

• Demographics
• Coverage
• Address
• Coordination of Benefits

Additional inquiry information is available on notes to file, completed claim history, accumulation amounts and limits, pended and suspended claims, code descriptions, and PPO contract detail.

The software also enables Summary Plan Description (SPD) document attachment by plan number. The SPD is displayed by clicking on the plan number in the inquiry screen—making it easier to respond to questions where SPD information is required. ID card requests can be generated, as well.

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.