Cognizant

Case Study: Healthcare

A solution for supporting aggressive growth plans

SelectHealth® faced the future with a bold plan for expansion into new markets. But was their enrollment system up to the challenge?

As SelectHealth began to expand their coverage in the southwest, it became clear that their existing systems would not be able to handle the new demands efficiently. While they were confident in the long-term potential of their expansion, they also knew their enrollment solution was not ready for an immediate influx of new applications. The system's shortcomings could result in bottlenecks, inefficiencies and a less than satisfactory customer experience.

Driven primarily by manual reports, SelectHealth's existing solution made it difficult to process applications. "To meet CMS guidelines, we needed the ability to process applications on a 'first-in, first-out' basis," says Caitlin Chazarreta, Medicare Enrollment Supervisor.

At a glance

SelectHealth's existing enrollment solution was not up to the task of handling rapid growth. By migrating to the TriZetto Elements® Enrollment Administration Manager Workflow solution, they would be able to achieve a new level of clarity on their performance.

Outcomes

▐ Audit 100% of the applications processed and efficiently track applications that are ready for audit.

▐ Able to process applications on a "first-in, first-out" basis with ease and comply with CMS guidelines.

▐ Estimated yearly salary savings of $22,237 based on increased efficiencies for two to three employees.

SelectHealth needed a solution that would give them better visibility into enrollment, so they could drive improvements in performance and efficiency. The TriZetto Elements® Enrollment Administration Manager Workflow (EAM Workflow) solution was the answer.

selecthealth.

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"We wanted to increase efficiency in processing, minimize untimely applications to meet strict CMS guidelines and have a clear view of pending work."

> **Caitlin Chazarreta**
Medicare Enrollment Supervisor
SelectHealth

A fast transition—and fast results

Since the SelectHealth staff was satisfied with other Cognizant® TriZetto® Healthcare Products solutions that were in place, they opted for a "one-stop shop" approach rather than reviewing other solutions. Because of the Cognizant team's familiarity with their existing solution, the implementation and transition felt familiar and made onboarding more seamless.

Once implemented, the EAM Workflow dashboard shed a new level of clarity on their performance. SelectHealth was able to get a clear view of the status of all applications and process them in a more timely and efficient manner, in line with CMS guidelines and compliance regulations.

"We set internal standards, and Cognizant enables us to monitor performance and ensure those standards are being met," says Chazarreta.

Just as importantly, the dashboard enabled them to see and anticipate their workflow more effectively. As a result, they could call upon additional resources if needed and spot potential bottlenecks and lags. Performance could also be monitored to ensure everyone was performing up to their internal standards.

Prepared for continuous growth

Two years after deployment, SelectHealth can now process enrollments in a far more efficient and timely manner — and the solution also opened up new opportunities. "As we went into a new market focusing on Medicare, the Cognizant solution gave us the customization we needed," Chazarreta says.

SelectHealth adopted first-in, first-out Standards, and staff members are able to work together more effectively as a team. Not only can they monitor each person's performance and productivity, but they can shift people to various tasks according to their most pressing needs. The need for overtime can also be justified, anticipated or prevented by staffing appropriately.

About Cognizant Healthcare

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.

About SelectHealth

SelectHealth is a not for profit health insurance organization serving members in Utah and Idaho. We are committed to improving health, providing superior service, and offering access to high-quality care. SelectHealth offers medical, dental, vision, and life and disability coverage to its members. To learn more, visit www.selecthealth.org.

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 193 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.

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