Cognizant

Case Study: Healthcare

Blue Cross and Blue Shield of Louisiana Benefit Management Application Saves Time & Money, Increases Accuracy

Streamlines benefit build, identification and maintenance processes using state-of-the-art indexing technology, TriZetto® Facets® Benefit 360.

Blue Cross and Blue Shield of Louisiana (BCBSLA), a non-profit private mutual company with eight state-based regional offices, wanted to enhance their benefit management processes. Specifically, they wanted to:

▌ Provide system users with self-service tools that could extract product data for more informed decision making.

▌ Improve product testing practices to deliver a better customer experience.

▌ Enable consistent messaging for internal and external customers through shared product nomenclature across system applications.

At a glance

TriZetto Facets Benefit 360 is helping Blue Cross and Blue Shield of Louisiana enhance product decision-making to reduce costs, provide consistent messaging across applications to support member/provider communications and improve the customer experience by reducing plan errors and inconsistencies.

Outcomes

▌ Improved performance with self-service functionality that simplifies product inventory research processes.

▌ Achieved faster speed-to-market with more informed product development decisions.

▌ Identified and resolved errors within benefit summary data used on BCBSLA portals and 270/271 inquiries.

▌ Identified inconsistencies in approximately 22% of Facets cost share rules tested.

▌ Reduced expense associated with potential impact of incorrect cost share rules.

▌ Maximizing the benefits of advanced indexing technology — saving time and expense associated with benefit build, identification and maintenance processes.

Louisiana

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"Facets Benefit 360 houses all of the configuration components we use to build the many different products we offer to our members. It provides a logical place for everything in a clear language our team members can easily understand and quickly access."

> **Kathleen Simon**
> **Technical Trainer, Business Engineering,**
> **Blue Cross and Blue Shield of Louisiana**

The team at BCBSLA partnered with Cognizant product experts to provide input and feedback on a new benefit management application being developed for their TriZetto® Facets® core administration system. With input from BCBSLA and other clients, the Facets® Benefit 360 application emerged — enabling the health plan to meet their objectives and more.

Product & Benefit Catalogs Drive Consistency

The application incorporates benefit management product and benefit catalogs that enable user-defined product tags and standard terminology descriptions. This functionality eliminates BCBSLA reliance on decoding documents for product IDs, descriptions and configuration prefixes.

Product tags further validate associated BCBSLA plan configuration attributes — maintaining nomenclature integrity and allowing configuration verification without engaging costly quality assurance testing resources.

Enabling Faster Speed to Market

The health plan uses the application's service level grouping functionality to logically group embedded Facets services and assign descriptions that align with external systems and outputs. These groupings helped BCBSLA quickly identify configurations supporting specific sections of member contract books — enhancing the development of new products while enabling queries to validate cost share attributes from the plan's external data repository.

The system's grouping technology is also used to effectively and consistently identify BCBSLA configurations containing requirements not captured in the current product data repository. This feature is saving the plan time and costly rework by reducing the risk of missing configuration points.

With the Facets Benefit 360 application, Blue Cross and Blue Shield of Louisiana has expanded user self-service capabilities to eliminate unnecessary expenses, reduced product errors and inconsistencies enabling better member experience and delivered message consistency across internal and external resources to enhance member/provider communications.

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 Cognizant

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