



Case Study: Healthcare

## Kern Health Systems increases productivity, meets regulatory requirements with provider network management applications

Automate claims pricing and increase the speed, accuracy and efficiency of provider contract administration with TriZetto® NetworX Suite®.

Claims volume for California-based Kern Health Systems (KHS) had grown significantly, and the health plan anticipated having to hire 10 new examiners to handle the additional one million claims being submitted each year. In addition, KHS had to meet regulatory requirements to develop alternative payment methodology contracts in support of its Medi-Cal business.

Supplemental technology capable of enabling these payment methodologies in conjunction with the health plan's core TriZetto® QNXT™ system was essential.

This solution also had to help KHS alleviate the challenges of managing its increasing claim volume by driving enhanced operational efficiencies and eliminating time-consuming manual tasks.

### At a glance

A TriZetto® QNXT™ platform client with a Medi-Cal business, Kern Health Systems partnered with Cognizant to implement the TriZetto® NetworX Suite® of provider contract administration solutions to increase efficiencies, support regulatory compliance and enable alternative payment methodologies. The health plan achieved significant results in just three months of operations.

### Outcomes

- | 59% decrease in manually priced claims.
- | 9% increase in auto-adjudication for deployed contracts.
- | 75% to 83% overall increase in auto-adjudication.
- | 50% decrease in end-to-end contract setup time.
- | 76% decrease in new contract configuration time.

---

“As a growing organization that has many responsibilities to its members and providers, efficiency gains are critical to our success. Our NetworX implementation gives us the ability to increase auto-adjudication and automate claims pricing, so we can focus on other critical goals and strategic initiatives.”

> **Doug Hayward, Chief Executive Officer,  
Kern Health Systems**

---

“NetworX is a great add-on solution that will enhance any plan’s auto-adjudication. The underlying technology and maintenance align perfectly with our QNXT core administration system.”

> **Richard Pruitt, Chief Information Officer,  
Kern Health Systems**

### Expanding pricing functionality, increasing automation

After reviewing several provider contract pricing and modeling offerings, KHS selected Cognizant's TriZetto NetworX Suite, including NetworX Pricer®, NetworX Modeler® and NetworX Modeler® Analytics software solutions, to meet its business, operations and scalability objectives:

- Increase first-time pass rate.
- Reduce or eliminate the need for manual intervention.
- Decrease contract configuration time.
- Handle the most complex pricing scenarios.
- Support ongoing regulatory changes and Medi-Cal requirements.

With its NetworX application, KHS can easily create automated, complex contracts by accessing a library of more than 350 calculations and 125 qualifiers—enabling faster, more accurate and efficient administration. Because NetworX Pricer interfaces with TriZetto® Facets® and TriZetto® QNXT™, as well as non-TriZetto core systems, it also can be used as a central pricing engine for multi-source claims systems.

### Rapid return on investment

With implementation support from Cognizant experts, KHS realized significant results in just three months of live NetworX Pricer operations—substantially decreasing manually priced claims as well as contract set-up and configuration time while increasing auto-adjudication.

In addition to streamlining KHS provider contract administration processes, the application's efficiency gains eliminated the need to hire additional examiners to sustain the health plan's claims inventory growth and enabled several existing examiners to be reassigned to new projects.

Continued utilization of its integrated NetworX Suite of solutions will provide Kern Health Systems with an even greater return on investment as its provider contract administration and analysis processes gain further efficiencies and cost savings while supporting ongoing regulatory compliance.

---

## 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](http://www.cognizant.com/healthcare).

---

## About Kern Health Systems

Kern Health Systems, known as Kern Family Healthcare, was established in 1993 as a managed care health plan. Headquartered in Bakersfield, California, KHS is the largest health plan in Kern County and serves 255,000 members, including Medi-Cal recipients. [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)

---

## About Cognizant

Cognizant (Nasdaq-100: CTSB) 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](http://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).

---

# Cognizant

### World Headquarters

500 Frank W. Burr Blvd.  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll free: +1 888 937 3277

### European Headquarters

1 Kingdom Street  
Paddington Central  
London W2 6BD England  
Phone: +44 (0) 20 7297 7600  
Fax: +44 (0) 20 7121 0102

### India Operations Headquarters

#5/535 Old Mahabalipuram Road  
Okkiyam Pettai, Thoraipakkam  
Chennai, 600 096 India  
Phone: +91 (0) 44 4209 6000  
Fax: +91 (0) 44 4209 6060