



Case Study: Healthcare

A convenient solution to a complex reconciliation problem

When SelectHealth[®] needed a Medicare financial reconciliation solution with more robust capabilities, they found the answer in TriZetto[®] Financial Reconciliation Manager (FRM).

After considering ways to best serve the community, SelectHealth decided to focus on Medicare Advantage enrollment growth. While the move was a good strategy, it became clear that their existing enrollment and financial solutions could be improved. Without an upgrade, the transition would be more difficult, costly and inefficient than necessary.

As SelectHealth began searching for a replacement for their existing financial reconciliation system, they discovered that the

At a glance

SelectHealth's transition to Medicare Advantage presented significant problems for their existing systems. By migrating to the TriZetto[®] Financial Reconciliation Manager solution, they were able to create efficiencies, forecast financials and report plan information more accurately.

Outcomes

- Increased reporting functionality.
- More efficient and accurate financial reporting.
- More detailed discrepancy reporting.
- Increased efficiency and reduced redundancy.

TriZetto[®] Enrollment Administration Manager (EAM) and Workflow solution chosen by their enrollment team also provides access to an integrated FRM component for financial reconciliation. Could this be an opportunity to secure two outcomes with one solution?

“We were looking for a long-term solution we could grow with that would help us meet CMS compliance standards. FRM is very straightforward. We’re able to forecast more accurately and update more efficiently.”

> **Tracy Worsley**
AR Premium Billing Operations Manager
SelectHealth

Familiarity breeds success

Since the company had prior experience with TriZetto® Healthcare Products, SelectHealth opted to go with the TriZetto EAM solution without looking at competitors. When it was discovered that an FRM module for financial reconciliation could be piggybacked onto the EAM solution, they opted for the consistency and easy integration of a single vendor.

In partnership with Cognizant, SelectHealth was able to merge Medicare Advantage with their existing business lines. This allowed them to create efficiencies by merging certain tasks. For example, nightly cash postings and running statements could be combined. In addition, a single vendor could be used for printing statements.

“Our previous solution wasn’t very efficient and wasn’t calculating correctly,” says Tracy Worsley, AR Premium Billing Operations Manager at SelectHealth. “Cognizant’s FRM module was much more robust – that was a big plus for us.”

Better performance and improved accuracy

Two years after implementation, SelectHealth states that the difference for them has been “night and day.” With the user-friendly FRM solution, they are now able to forecast financials more effectively and efficiently, and report plan information more accurately. Also, the company is confident that their data is more accurate throughout every phase of the process.

“We were looking for a system that could increase our operational efficiencies, report our information correctly, and was user friendly,” says Worsley. “We got a lot of what we wanted with the FRM module.”

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](https://twitter.com/Cognizant).



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