



Microsoft and Cognizant power AI-based healthcare innovation

Decades-long partnership, complementary expertise and collaboration lead to exciting innovations in care management and beyond

Microsoft and Cognizant have joined their formidable forces to bring robust artificial intelligence (AI) capabilities to healthcare in general and care management in particular. The partnership between our companies spans decades and many different technologies. Now we are formally collaborating on the most effective ways to combine Microsoft's AI expertise and reach with our extensive healthcare expertise and industry footprint.

Microsoft brings stability and governance into the swiftly advancing world of AI. Microsoft Azure OpenAI and Microsoft Copilot make gen AI widely available, and the healthcare industry trusts and relies on its cloud services. Meanwhile, hundreds of the largest healthcare payer organizations in the US depend on TriZetto® Facets® and QNXT™, our industry-leading core administrative platforms, and TriZetto Clinical CareAdvance®, our flagship care management solution.

With our long-time partnership and unique areas of expertise, it's natural for us to innovate together on how to bring practical AI to healthcare. In a multiday summit, we identified critical healthcare use cases ideal for AI. The first of these innovations was TriZetto Assistant, an AI decision support tool incorporated into our core administrative system offerings, TriZetto QNXT and TriZetto Facets.

Piloting care management proof of concepts

Together, Microsoft and Cognizant identified three use cases for AI enhancements that supercharge the value clients gain from CareAdvance, and pilots are now under way with a goal of making solutions available in mid-2025. Working in partnership with several of our clients, we built these pilots on a framework developed in collaboration with Microsoft that details best practices for using Azure OpenAI. The framework incorporates Microsoft's AI safeguards and large language model (LLM) expertise, helping to ensure the pilots are effective from the outset. The first three care management pilot applications are:

Member and assessment summary pilot

What the application does

CareAdvance and TriZetto Assistant use Microsoft Azure OpenAI to summarize recent member events and health risk assessments, creating a concise, accurate and easily understood paragraph out of disparate data files.

The benefits

The application eliminates the need for care managers to spend 15 to 30 minutes researching recent events and health assessments from disparate data sources before they can contact members. This relieves staffing pressure by improving productivity, while ensuring care managers receive comprehensive, accurate summaries necessary to improve interventions and health outcomes. Simplifying workflows enables care managers to accomplish more in less time while reducing waste, inefficiencies and errors.

Speech-to-text pilot

What the application does

CareAdvance works in concert with Microsoft Azure OpenAI to convert speech into accurate text. Care managers, utilization managers and medical directors may use the feature to quickly dictate notes and summaries and to complete forms while interacting with members.

The benefits

The CareAdvance-Microsoft Azure OpenAI speech-to-text function greatly reduces the five to 40 minutes care team members typically spend on writing notes and summaries after each member interaction. Completing these important notes more quickly reduces the care team's administrative burden. Team efficiency increases while notes are captured with greater accuracy. Notes may also be more comprehensive when spoken versus being typed. The solution returns time to care managers so they may reach more members with meaningful interactions.

Recommended actions pilot

What the application does

Drawing on Microsoft Azure OpenAI, CareAdvance prioritizes and delivers recommended clinically supported interventions based on member records to the care manager and team.

The benefits

The recommended actions pilot helps care managers identify the most appropriate interventions to take with members, an especially helpful capability for setting intervention priorities for members with co-morbidities. Comprehensive recommendations based on clinical guidelines and social determinants of health will enable care managers to organize interventions in the appropriate order for maximum effectiveness and better health outcomes. This assistance should make care managers more productive by enabling them to focus on clinical issues vs. accessing and collating data from a variety of sources.

Just getting started

As long-time partners, Cognizant and Microsoft are effective collaborators who deeply understand each other's technologies and roadmaps. This familiarity enables us to recognize and build on complementary strengths across our respective offerings. The three use cases detailed above are just a few examples of how the Microsoft-Cognizant collaboration is producing mature-from-the-box AI innovations for healthcare organizations. We're excited about the additional AI use cases and applications Cognizant and Microsoft will bring to healthcare, from claims to clinical advances.

Ready to learn how we're using AI to improve care management?

Visit us today: <https://www.cognizant.com/us/en/trizetto/care-management/clinical-careadvance>



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