Solution Overview

TriZetto Touchless Authorization Processing & InterQual Criteria

Instant, automatic prior authorization with industry leading InterQual® Criteria.

Health plans and other healthcare payers continue to struggle with manual prior authorization processes that waste time, money and resources for all participants. Although many solutions automate some aspects of the process, critical steps still require lengthy data entry, clinical staff review and long wait times for a response. No wonder plans, providers and members are fed up with prior authorizations.
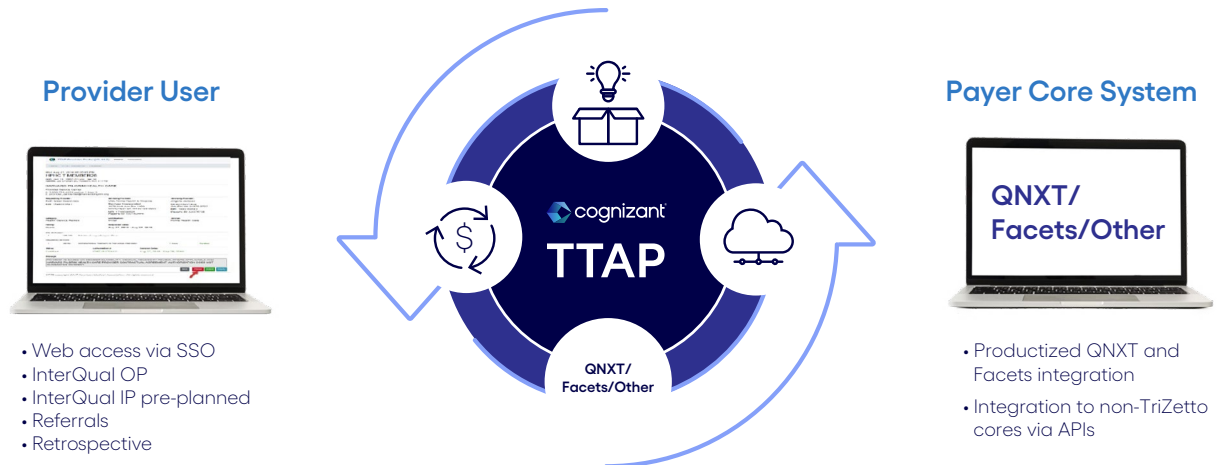
TriZetto® Touchless Authorization Processing (TTAP) fully automates the prior authorization process, enabling greater cost and time savings than alternative solutions. The cloud-based software-as-a-service (SaaS) application is accessed directly from providers'

TTAP is the only prior authorization solution that offers all of these benefits:

- Medical necessity review using InterQual® Level of Care and Ambulatory Care Planning Criteria

- Automatic redirection to appropriate, lower cost sites of service

- Pre-built integration to the TriZetto® QNXT™ and TriZetto® Facets® claims systems for integrated utilization management

- Cloud-based SaaS architecture for risk-free maintenance

- More than 128,000 providers nationwide use TTAP to process over one million authorization requests per year

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desktops, and it automates all authorization functions. As a result, providers get immediate approvals in most cases, and health plans can ensure approvals meet both business rules and clinical guidelines, automatically, while freeing up valuable authorization processing resources.

Provider User

- Web access via SSO
- InterQual OP
- InterQual IP pre-planned
- Referrals
- Retrospective

Payer Core System

QNXT/ Facets/Other

- Productized QNXT and Facets integration
- Integration to non-TriZetto cores via APIs

Integrated InterQual Criteria

TTAP integrates InterQual Criteria directly into its workflow to drive clinical appropriateness reviews automatically. Instead of waiting days for a lengthy discussion with a clinical review nurse, the provider is guided through an intuitive InterQual medical necessity review that takes just a few minutes to complete, via web portal. An authorization determination from TTAP – usually a "yes" – is returned to the provider in seconds.

InterQual is the leader in evidence-based criteria and trusted by over 4,400 hospitals and facilities and 280 managed care organizations.

Access anywhere. Because it's SaaS, TTAP enables fully automated, prior authorization requests and responses directly from the provider's desktop, including the InterQual medical necessity review.

Drive lower cost choices. Because TTAP automatically suggests appropriate, lower cost sites-of-service based on health plan rules, providers can save members – and the health plan – significant medical expense without sacrificing quality care.

Integrate across the enterprise. Because TTAP is pre-integrated with both TriZetto QNXT and TriZetto Facets, and includes a core integration layer with APIs that integrate with other core systems, authorization data can be shared in across the systems that need it.

Lower IT lift and cost. Because TTAP is cloud-based, Cognizant® hosts the software, which greatly reduces the need for IT resources. This speeds up both implementation and maintenance, so IT resources can be devoted to other priorities.

Enable compliance with new CMS prior authorization regulations. Because TTAP sets up an architectural foundation, it enables compliance with the Centers for Medicare and Medicaid Services regulations concerning authorization turnaround times, as well as transparency regarding denials and data-sharing with providers and members.

Real-world results with TTAP

TTAP can reduce authorization time from days or hours to minutes, which allows managers to reallocate headcount to other high-priority initiatives. One healthcare exchange network client reduced cycle time from six days to just 15 minutes using TTAP to fully automate 82% of its prior authorization requests.

Learn more

For more information about how the Cognizant line of TriZetto Healthcare Products can help you enhance revenue growth, drive administrative efficiency, and improve cost and quality of care, call 1-800-569-1222 or visit **www.cognizant.com/trizetto**.

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