



Simplifying Health Plan
Operations with Digital:
TriZetto® Facets®

Cognizant®

Health plans are under increasing pressure to simplify the experience of care, help people make meaningful health decisions and support effective intervention at the right time. Improving the member experience in these ways requires health plans to simplify how they manage their business, their enterprise and their operations. As a key component of a health plan's operations, core administration systems must address these demands.

By monitoring industry trends, collaborating with clients and incorporating technology advances, we continually evolve the TriZetto® Facets® solution to help our clients respond to market challenges. With each release of features, we focus on simplifying and improving the experience of our clients' staff and members. Our product investments span four areas:

- **Market Vision** – Anticipating industry trends and our clients' future requirements so that functionality is ready for use when it's needed.
- **Intelligent Operations** – Optimizing the effectiveness of our clients' operations with automation, speed to market, and accelerated outcomes.
- **Optimized Experience** – Empowering users with a rich, responsive and productive user experience that makes information readily available to drive decision making and outcomes.
- **Enabled Enterprise** – Facilitating interoperability to connect clients' enterprises and share information at the right time to support effective action.

Supporting Your Digital Initiatives with TriZetto Facets Solution



Market Vision

- Value-Based Relationships
- Regulatory, Security & ITS
- Provider Management & Risk Sharing
- Risk Adjustment & Quality



Intelligent Operations

- Speed to Market
- Release Update Simplification
- Increase Automation & Augmentation
- Operational Insights



Optimized Experience

- Optimized User Experience
- Business Dashboards
- Business Intelligence Visualization
- Personalized Workspaces



Enabled Enterprise

- Decision Time Insights
- Real-Time Open Access
- Cloud Enablement
- Orchestrated Enterprise

We've already made significant investments in each area, with plans for further enhancements. The following sections detail what's available now and what's coming in future releases.

Market Vision

Health plans need a core administration solution that can adapt easily to new market trends, such as new payment models, changes to contract arrangements with providers, and members' needs for personalized health information. In the midst of these changes come new regulatory, interoperability and security challenges. Health plans need the capabilities to embrace these new changes without system limitations.

Available Today

The TriZetto® Facets® solution enables clients to:

- **Simplify provider management and risk sharing**, including provider arrangements such as capitation, tiered networks, delegation, Division of Financial Responsibility (DOFR) and shared savings.
- **Enable value-based relationships, risk adjustment, and quality improvement** with real-time integration to solutions for payment bundling, NCQA's HEDIS® reporting and risk adjustment.
- **Comply with changing regulations and security standards** with our experts anticipating changes and adding required updates in our quarterly releases.

Coming Soon

As we look to the future, we are building capabilities to:

- **Increase interoperability choices** with more Representational State Transfer (ReST) services.
- **Keep software up to date with regulatory changes.**
- **Support value-based outcomes tied to Alternate Payment Models (APMs)** by offering more flexible payment options and risk stratification.

Case Study: Success with Value-Based Integration

A client based in the Southeast launched prospective bundling at scale by integrating TriZetto® NetworX Payment Bundling Administration to the Facets solution. As a result, the client has:

- Saved more than 20% in medical expenses, on average.
- Reduced readmissions by 17%.
- Reduced complication rates by 4% in the joint replacement program.

Intelligent Operations

Health plans are under increasing demands to improve efficiencies, from decreasing costs to speeding up processes. Core administration systems must adopt automation and increase productivity.

Available Today

The TriZetto® Facets® solution enables clients to:

- **Increase automation across the system** with rules-based configuration, freeing staff to focus on processes that require human intervention.
- **Accelerate speed to market** by quickly spinning up new products, benefits and lines of business with the redesigned interface in Benefits 360.
- **Renew plans automatically** to reduce administrative effort.

Coming Soon

As we look to the future, we are building capabilities to:

- **Add automation for creating new products** with Benefits 360.
- **Boost users' productivity** with dashboards that surface pertinent information.
- **Enable artificial intelligence (AI)** to support the creation of models that recommend the right business decisions to facilitate an action.

Case Study: Automation

The TriZetto Facets solution helped a provider-owned health plan improve their behind-the-scenes workflows to increase automation. Compared to the previous core administration system, the TriZetto Facets solution helped the client achieve:

- Automation of unmatched and complex claim workflows to increase accuracy and throughput.
- Over 50% improvement in Medicaid auto-adjudication rate in four weeks.
- Increased user satisfaction with the ability to focus on high-value activities.

Optimized Experience

Health plans need a simplified and adaptive user interface (UI) that delivers administrative flexibility to create a responsive, productive user experience. Empowering users to do their jobs requires contextual visualizations of data that provide insights into members, providers, clinical experiences, claims and operations.

Available Today

The TriZetto® Facets® solution enables clients to:

- **Adopt Billing 360 and Real-Time Billing for an efficient, optimized user experience** with improved customer service and a reduced dependency on batch processes.
- **Manage and create new products efficiently** by leveraging Benefit 360 with a real-time Benefit Summary and information on members' benefit usage.
- **Adopt person-centric capabilities** with Member 360.

Coming Soon

As we look to the future, we are continuing our Facets 360 investments to:

- **Streamline intuitive navigation** of the TriZetto Facets solution with customized content for users, personalized configurable workspace for improved productivity and an advanced search capability.
- **Visualize information via dashboards** for increased productivity and usability.
- **Support browser enabled deployment** of capabilities.

Case Study: Benefit 360

With Facets Benefit 360, a client based in the Southeast has:

- Improved performance with self-service functionality that simplifies product inventory research processes.
- Achieved faster speed-to-market with more informed product development decisions.
- Reduced expense associated with potential impact of incorrect cost share rules.

Enabled Enterprise

Health plans must share core data with the right stakeholders and members at the right time. Further, core administration systems must be ready to support a cloud strategy, as evidenced by Gartner's estimate that 25 percent of health plan CIOs will transition to the cloud by 2025.¹

Available Today

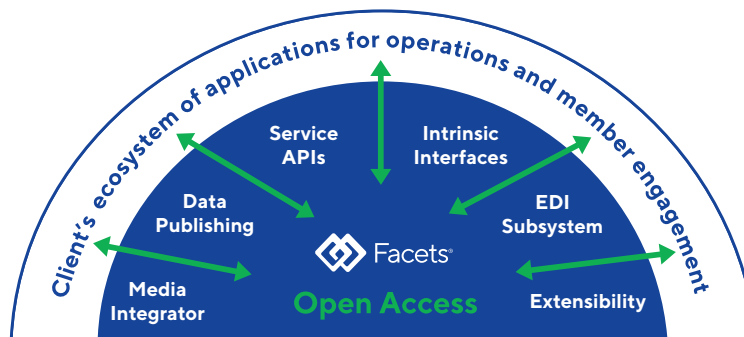
The TriZetto® Facets® solution enables clients to:

- **Extend the TriZetto Facets solution through third-party integrations** using a library of real-time APIs that expose data and business logic.
- **Share data across our suite of Cognizant TriZetto Healthcare Products**, using either APIs or Data Publishing, to orchestrate the enterprise, reduce redundant data, and decrease timing disparities across systems.
- **Move to the cloud**, either on Cognizant's private cloud or a public cloud.

Coming Soon

As we look to the future, we are building capabilities to:

- **Deliver decision-time insights** by applying machine learning and AI to core processing.
- **Enable automation** that leverages real-time data publishing.
- **Support cloud elasticity and flexibility** with containerization and orchestration.



Case Study: Interoperability

Using Facets Open Access technology, a midwest-based client developed a tool that reduces costs by significantly increasing provider data management automation and productivity. Solution highlights include:

- Approximately 99% less time required for new provider builds.
- Eliminated staff overtime.
- Increased staff satisfaction.

Conclusion

To address the changes in the health insurance market, health plans need a core administration system that supports digital transformation today and in the future. We are committed to supporting our clients by continually evolving the TriZetto Facets solution through major technology releases and individual enhancements. The product investments outlined above highlight the direction that we are taking to lower the total cost of ownership and enable digital transformation. We are confident these investments will enable our clients to simplify their solutions to the industry's complex challenges, delivering more value to members and improving the bottom line.

Take Advantage of New Release Capabilities with TriZetto HealthCheck

TriZetto HealthCheck is an assessment that identifies opportunities to leverage the productivity and cost reduction capabilities in the most recent TriZetto Facets solution releases. Contact your Client Service Executive today to learn more.

About Cognizant

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.



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