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ebook

Facets: Empowering digital payer business

Grow your business with the speed of intuition

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When your business is faced with a revolution, you want reliable. Reliable performance. Reliable innovation. Reliable intuition about what's next.

Facets and Cognizant deliver. Our sixth-generation (G6) of Facets is a comprehensive cloud-based enterprise core solution that we've optimized for the rapidly changing needs of healthcare payers. With unmatched functionality and flexible and extensive business rules, you can leverage Facets to run your business intelligently and intuitively. From support for emerging alternative payment models to meeting regulatory challenges like No Surprise Billing and Advanced EOB and enabling personalized care delivery, Facets gives your business the power to meet today's demands while preparing for the future. Work with us to gain real business outcomes, including:

- Reduced operational costs through streamlined solutions and built-in automation
- More efficient entry into new markets
- Faster introduction of new products and benefits automating enrollment and seamlessly adapting benefits as contracts change
- Improved accuracy, auto-adjudication rates and reduced rework of claims through automation options, including real-time claim processing
- Greater efficiencies by running multiple lines of business on a single platform
- Improved operational and business outcomes by leveraging Facets' AI and machine learning capability to predict outcomes and proactively respond

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The Facets journey

Facets G6: Delivering required business capabilities for operating with the speed of intuition

G1	G2	G3	G4	G5	G6
Initial Launch of Facets Membership, Customer Service, UM, Claim Pre-pricing, MS Windows, Sybase RDBMS	Medical & Hospital Claim Inquiry & Process, Provider, Benefit & Pre-Authorizations, Accounting, Extensibility, MSSQL DBMS, 1MM Scalability	Billing, Capitation, Commission, HIPAA, ITS, Platform simplification (Windows), Facets Regions	Integration with Clinical Editing, SOAP APIs, Workflow, Support of Web content Oracle DBMS, 5MM Scalability	Exchange Capability, Realtime Processing, Agile Development REST API, ARCSS Technology Stack, Cloud Ready	Cloud Optimized, Web based UX, Value Based Reimbursement, Data Publishing, Insights AI/ ML platform, Big Data, IoT

1993 – Present

We have always engineered Facets to enable our clients to grow their businesses. Facets first generation served one million members. Today, our clients serve more than 160 million health plan members with Facets capabilities. Where other platforms have come and gone, we are building on 30 years of experience and continue to introduce new capabilities, backed by Cognizant's global resources and technology strength.

Our clients range from plans with fewer than 100,000 members to those with more than 50 million. Sixth generation (G6) Facets gives them the ability to administer more than a dozen lines of business from a single powerful platform that is optimized for the cloud.

With capabilities like AI and machine learning and a suite of core services, G6 Facets enables clients to operate and expand their businesses with the ease and fluidity of intuition.

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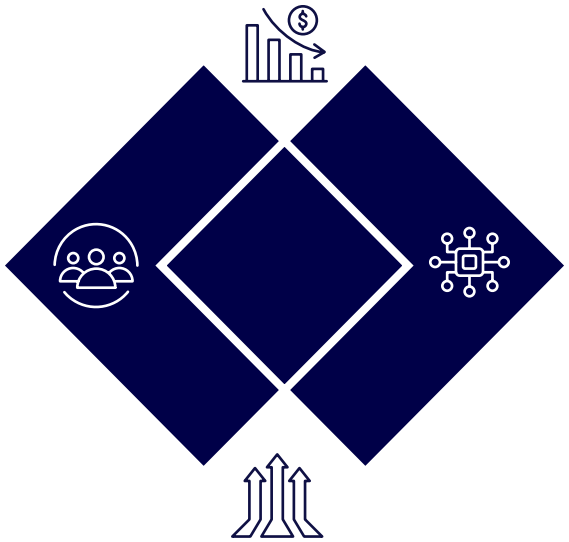
Facets: Centered on your business

Technology is always advancing. Not all advancements are equally robust. That's why we are very selective about the leading technologies we incorporate into Facets. We use proven technologies that help our clients meet immediate business challenges and provide the flexibility and features to adapt as the healthcare marketplace evolves. Facets equips your organization with these capabilities:

Reduce administrative costs through more intelligent operations

Enhance user efficiency and satisfaction with user experiences designed for productivity



Fuel innovation with new technology

Enter new markets with ease

Reduce administrative costs through more intelligent operations

Be more agile and reduce operational costs through AI, process automation and integration.

- Facets Workflow automates processing, prioritizing and routing work to the right people at the right time based on intelligent, configurable business rules. Supervisors can easily manage and maximize productivity in real time. Reducing manual intervention can increase accuracy, productivity, auto-adjudication and throughput.
- Improve consumer and provider experience. Members can get accurate and timely estimated costs for planned services. Providers can submit claims and get immediate results.
- Leverage Facets Insights so AI and ML can help you understand and maximize user productivity, avoid costly rework of claims, prevent readmissions improve member retention and so much more.
- Optimize your operations in enrollment, billing, claims, accumulators and benefits with up-to-date information designed for efficiency and processing in real time.

Enhance user efficiency and satisfaction with user experiences designed for productivity

- We ensure Facets is optimized for your users by incorporating feedback from extensive usability studies we conduct with dozens of clients.
- Achieve higher performance and deliver superior service to members and providers with comprehensive views of member benefits, billing information as well as claims.
- Easily train new employee with intuitive applications

Enter new markets with ease

Be confident you'll be ready to comply with regulations, rise to competitive challenges and seize market opportunities because we stay ahead of industry and regulatory movements.

- Our experienced regulatory team helps ensure we understand and address regulations ahead of compliance dates. Facets core capabilities support compliance with Interoperability, No Surprises and Transparency in Coverage. Facets can generate data that can be used to support Machine-Readable Files, and its real-time claim processing capability supports cost transparency and Advanced EOBs.
- Easily administer next gen payment methodologies including value-based reimbursement programs, capitated contracts and CMS alternative payment models.
- Our proprietary HIPAA Gateway platform simplifies end to end processing of EDI transactions and supports compliance checking.

Fuel innovation with new technology

With Facets, your plan will have the most innovative yet proven technologies to optimize business operations.

- Complete your move to cloud with Facets, built in and for the cloud
- Realize your digital transformation goals within your ecosystem with an open platform that provides real-time processing and data streaming capabilities to increase automation and easily integrate with other solutions
- Reduce administrative hurdles and shorten your time to market with Facets' cloud-optimized architecture. Our containerized runtime gives you flexible deployment options and enhanced elasticity of resource use
- Harness the power of data with Facets Insights AI and ML capabilities, fueling solutions to optimize user productivity, claims processing, member retention and more
- Easily enhance the platform's core capabilities with the Facets Extensions framework to seamlessly add business logic or information tailored to your needs

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Powering your business with enhanced capabilities

Our focus on the right technologies for your business and Facets' highly reliable processing capabilities enable your organization to:

Reduce costs and improve business performance with cloud optimized solutions.	Increase efficiency and reduce total cost of ownership with Facets' cloud-native capabilities. Facets can elastically respond to your unique demands by generating or reducing processing capacity in line with your changing business requirements to ensure optimal cost-efficient resource use for your business.
Act with the speed of intuition.	Avoid expensive readmissions, help members select the best values in providers and procedures and get market insights as they emerge with Facets Insights. You'll be able to analyze and act in real time on insights derived from Facets processing and user interactions using this AI/ML module.
Easily integrate Facets with other business systems for greater productivity and increased automation.	Healthcare is rapidly becoming an ecosystem, with retailers, data giants, electronics companies and more joining forces to deliver great healthcare experiences. Your organization will be ready to collaborate through Facets' open architecture, including event-driven architecture and a comprehensive suite of APIs. Facets is designed to easily integrate with other systems throughout your organization, such as CRM, quality and clinical systems.
Flexibility to make the right choices for your organization.	Work with the cloud vendor of your choice because we take an open, flexible approach to cloud-based deployment. Facets uses an advanced Dockers and Kubernetes-based containerized runtime.
Stay current with capabilities that are continuously delivered in quarterly releases.	Your associates will always have our latest features at their fingertips with Facets' seamless automated upgrades. We integrate with your IT organization's deployment pipeline to make it easy to keep Facets up to date.

Facets: Core technology built by and for healthcare professionals

Each generation of Facets has been developed by people with a passion for healthcare. That includes our clients. Our extensive TriZetto Customer Group, which includes more than 30 subcommittees and its own board of directors, is a source of constant feedback to us. Our clients keep us on target to address their top-of-mind concerns, influence our development priorities and ensure our designs center on real human needs.

Simultaneously, we draw on our 30-plus years of healthcare experience to anticipate the challenges and unique opportunities the industry's evolution will present to your organization. We add cutting-edge technology skills, business acumen and Cognizant's global resources to continually introduce the right new features and capabilities into our core platform. By building, implementing and running our software everyday, our expertise helps keep Facets - and your business - both revolutionary and reliable.

Ensure your organization is equipped for success in the new healthcare ecosystem. Learn how Facets will help your organization operate more efficiently and adapt to your members' changing demands with the speed of intuition by visiting us at cognizant.com/trizetto/core-administration/facets.

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life.
See how at www.cognizant.com or follow us @Cognizant

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