



## Solution Overview

# TriZetto EngageMember

**Growing member loyalty with great experiences powered by data.**

Health plan members need tools and information so they can make the care decisions that are right for them. Meanwhile, new data interoperability and price transparency rules are changing payer value propositions and opening the door to new competition for members. Data is the key to delivering the intelligent, personalized experiences necessary to engage and retain members. Yet, it's been challenging and expensive to unlock that data across the business.

TriZetto® EngageMember® changes that, empowering your members with information to make their best healthcare choices while aiding compliance and reducing your service and IT costs. EngageMember is a SaaS engagement portal that enables members to securely access their claims, coverage, personalized cost estimates and network data from your core administration systems. It gives members the accurate, up-to-date data they require to make more informed decisions about controlling and managing their care.

## Powerful data management capabilities improve member service and satisfaction

EngageMember reduces the need for expensive custom integrations and maintenance with its built-in data management capabilities. Data from disparate systems must be normalized and prepared for use by members if they're to receive a complete picture of their plan status and accurate, personalized cost estimates. EngageMember collects and stores raw, mastered and curated data from your TriZetto® core administrative systems or other integrated critical applications and third-party systems. It then delivers member-requested data through an intuitive interface.

Because EngageMember is pre-integrated with the TriZetto® Facets® and QNXT™ platforms, its data management capabilities manage bi-directional data flows among your systems. These capabilities help synchronize data among integrated systems and applications, so members and service representatives see the same data.

## Improving member satisfaction while streamlining operations and expenses

EngageMember delivers rich member experiences cost efficiently, with features and benefits that include:

- **Additional extensive member self-service capabilities.** Members have direct access to their benefits data to better understand the impact of their choices based on their health plan. They can carry out tasks like switching primary care physicians or printing new ID cards through the portal without calling member services.

With EngageMember, your organization delivers a higher level of service while reducing service operating costs.

- **Holistic view of health experiences.** EngageMember taps into data from core and other relevant systems. Through a single login, members can see information integrated from across their health experiences.
- **Personalized treatment cost estimates and provider comparisons.** Your members can access accurate cost estimates and simultaneously compare up to five providers, in and out of network, to make well-informed care decisions. EngageMember generates the estimates using member plan data across systems of record, including coverage, deductible, cost-sharing, provider network and more. It essentially replicates claim processing without committing the claim to the member record. Enhance your compliance with the Transparency in Coverage Act by providing members with comprehensive, individualized cost data on demand.



- Data management capabilities extend the value of existing technology infrastructure.** Because it's system-agnostic and rich in data management capabilities, EngageMember can integrate with other applications beyond your core administrative system. Its bi-directional data flows can help these applications perform better, generating more value from the data created throughout your technology landscape.
- Reduced IT burden.** With its data management capabilities and pre-integration with the Facets and QNXT platforms, EngageMember eliminates the need for custom integration development, simplifying IT infrastructure and shortening time to implementation. Its SaaS delivery model reduces hardware and maintenance spending.
- Customization without coding.** Configure EngageMember to your unique member mix, brand, messaging and needs with easy updates and content integrations that business users can do themselves, such as establishing business rules, enabling/disabling features, and creating and maintaining treatment cost profiles and definitions of service for generating cost estimates. It reduces the need for IT assistance and gets new features to members faster.
- Continuously compliant.** EngageMember's design takes into consideration W3C 2.0 Level AA, 508 accessibility requirements, federal interoperability and price transparency rules, and the HL7® FHIR® standard, freeing up your technology and administrative resources.
- Scalable to meet future needs.** Its cloud-native architecture and SaaS delivery gives EngageMember the flexibility to quickly scale and rapidly deliver the new features and capabilities you need to exceed member expectations.

## Modernize your member experience capabilities today

Equip your members with easy access to data about their health plan benefits and estimated costs so they can make optimal decisions to manage their healthcare more effectively. For more information about how EngageMember empowers your members while streamlining operations and reducing costs, visit [www.cognizant.com/healthcare](http://www.cognizant.com/healthcare).



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### World Headquarters

300 Frank W. Burr Blvd.  
Suite 36, 6th Floor  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277

### European Headquarters

280 Bishopsgate  
London  
EC2M 4RB  
England  
Tel: +44 (0)1 020 7297 7600

### India Operations Headquarters

5/535, Okkiam Thoraipakkam,  
Old Mahabalipuram Road,  
Chennai 600 096  
Tel: 1-800-208-6999  
Fax: +91 (0)1 44 4209 6060

### APAC Headquarters

1 Fusionopolis Link,  
Level 5 NEXUS@One-North,  
North Tower, Singapore 138542  
Phone: + 65 6812 4000