

Case Study: Healthcare

Health Plan Consolidates Processing Operations on TriZetto Facets Dental

TriZetto® Facets® Dental, TriZetto® Facets® Real-Time Claim Processing Services and integrated clearinghouse solutions position a major health plan for cost-effective dental business growth.

A large U.S. health plan wanted to expand its dental business, but its legacy processing platforms limited its ability to create innovative product and service offerings. The health plan needed to reduce operational complexity by phasing out the legacy IT systems, eliminating dual maintenance for group and membership data, and consolidating its resources and skillsets. The plan turned to Cognizant to migrate its dental processing onto one highly efficient platform that supports both business expansion and new product development.

At a glance

A major health plan engaged Cognizant to grow its dental business by migrating dental product administration from multiple legacy mainframe platforms onto the TriZetto Facets platform, implementing real-time claim processing services with clearinghouse integration. Now, the plan efficiently delivers an innovative combination of dental and medical offerings.

Outcome

- Migrated a large number of members to the Facets platform, with production load success rates at or above 99%
- Increased dental claim first-pass rate by 20%

One platform for medical and dental

The health plan migrated its dental offerings to an existing core administration platform by implementing the TriZetto Facets Dental module. Collocating dental and medical memberships on one system helped the plan achieve greater efficiency and increase accuracy across its processes and operations. The plan also implemented TriZetto Facets Real-Time Claim Processing Services with integrated dental clearing house functionality to provide near-immediate responses on eligible claims. The combination of solutions and Facets integration enabled the health plan to:

- Increase first-pass rates
- Integrate membership set-up across products and plans
- Generate a single bill across products and plans
- Improve tracking and reporting on reimbursement management
- Consolidate electronic remittances

Metrics improved, business objectives achieved

The plan measured the success of its Facets Dental and Real-Time Claim Processing Services implementation across migration processes and operational metrics. Overhead and maintenance costs decreased as the legacy systems were retired. Overall, the health plan achieved significant results, even as it optimized operational metrics.

- Reduced overhead and maintenance costs by retiring legacy memberships and claim systems
- Expanded self-service options and savings across broker, group, member and provider constituencies

The achievements include the following:

- Migrated a large number of members, associated groups and rates to Facets over 17 months, producing load success rates at or above 99%
- Increased first-pass rates for dental claims by 20%
- Continued growing savings as portal development expanded self-service options across broker, group, member and provider constituencies

By taking advantage of TriZetto Facets supplemental applications, the plan successfully consolidated multiple legacy dental applications onto one integrated platform that streamlines dental processes to improve both performance and provider experiences. The organization is now strongly positioned to grow its dental business by offering subscribers a one-stop shop for dental and medical plans, as well as a single dashboard view of their benefits.

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).

Cognizant

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

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060

APAC Headquarters

1 Changi Business Park Crescent
Plaza 8@CBP # 07-04/05/06
Tower A, Singapore 486025
Phone: + 65 6812 4051
Fax: + 65 6324 4051