

Case Study: Healthcare

## New core administration system enables market expansion, improves margins for provider-owned Geisinger Health Plan

Eliminate manual processes, support future scalability, and enable rapid configuration and integration of new product offerings with TriZetto Facets, TriZetto<sup>®</sup> NetworX and TriZetto Elements technology.

Recognized as one of the nation's most innovative health services organizations, Pennsylvania-based Geisinger Health Plan (GHP) had a business expansion strategy that its 20-year-old core administration system could not accommodate.

Developing new product lines and enlarging GHP's market presence required advanced system technology with integrated functionality to:

- Support new and existing lines of business.
- Improve administration cost margins.
- Enable timely set-up of innovative products and third-party administrator groups.
- Meet all state and federal regulations for commercial and government products.

### Increasing efficiency, automation and client responsiveness

GHP partnered with Cognizant to replace its existing system with the TriZetto Facets core administration platform to enable more cost-efficient processing, NetworX Pricer<sup>®</sup> to administer increasingly complex provider contracts and TriZetto Elements to deliver an integrated Medicare application in compliance with government mandates.

### At a glance

TriZetto Facets, NetworX and Elements technology, along with solution specialist support from Cognizant Services, enabled Geisinger Health Plan to successfully implement a new core system with integrated technology to help GHP achieve its strategic growth objectives.

### Outcomes

- Implemented on time on budget, meeting GHP's strategic objectives without disrupting client- or provider-facing processes.
- Increased auto-adjudication rates from 75% to 85%.
- Repurposed 20 staff members to higher value activities through gained automation and operational efficiencies.
- Expanded into new markets in full compliance with regulatory requirements.
- Delivered 100% on-time submissions to CMS.
- Achieved 99% provider payment accuracy.

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“We were struggling to meet the demands of the market and had an urgent need to replace our 20-year-old technology. It was about more than meeting deadlines and budget objectives. With Cognizant Services and our Facets, NetworX Pricer and TriZetto Elements implementation, we are able to provide our members with the service they deserve while successfully supporting our business expansion.”

> **Sue Torrey**  
**AVP, Operations**  
**Geisinger Health Plan**

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“We needed a village to make this implementation happen. The partnership that we had with Cognizant and TriZetto absolutely made a difference in ensuring our success. I am very thankful to the Cognizant leadership team that invested so much in Geisinger.”

> **Bhaskar Chowdhury**  
**AVP, IT**  
**Geisinger Health Plan**

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This innovative technology supports GHP's evolving business and strategic market objectives by helping the organization:

- Manage membership growth and revenue.
- Enhance member healthcare administration and access.
- Promote high-quality, cost-effective care.
- Deliver improved administrative efficiencies.
- Establish a strong presence on the Health Benefits Exchange.

**Well-planned implementation delivers strong results**

GHP accomplished its system replacement and team adoption on time and on budget by migrating its business (Medicaid, Medicare and Commercial) to the new Facets core platform using a phased approach.

One month prior to going live on each phase, GHP brought in TriZetto and Cognizant solution specialists for a day of strategic review. The team evaluated processes and recommended adjustments prior to production—a methodology that further ensured project success with minimal impact to the plan's clients and providers.

GHP achieved its strategic goals by leveraging the broad functionality of the Facets core system to meet most of its needs in a single platform. Strategic best-in-class applications, including NetworX Pricer and Elements, were integrated with the core system to further enhance differentiation and competitive advantage. The new system:

- Better supports compliance and other external market demands.
- Streamlines workflow, increases automation and reduces errors.
- Aligns processes and systems with the plan's long-term strategic goals—including participation in programs such as Health Information Exchanges.

By adopting TriZetto Facets core technology and integrated solutions and leveraging Cognizant's operational and business expertise, Geisinger Health Plan is now positioned to effectively address its enterprise process and system integration requirements to include care management, marketing/sales support and patient delivery.

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## About Cognizant Healthcare

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](http://www.cognizant.com/healthcare).

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## About Geisinger Health Plan

Geisinger Health Plan, begun in 1985, is headquartered in Danville, Pa. The plan serves more than 560,000 members in Pennsylvania. Coverage is available for businesses of all sizes, individuals and families, Medicare beneficiaries, Children's Health Insurance Program and Medical Assistance recipients.

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## 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 193 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](http://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).



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