



Healthcare case study

REVELOHEALTH automates real-time re-pricing with TriZetto



With TriZetto® QicLink™, TriZetto® ClaimsExchange™ and TriZetto® NetworX Pricer® at its core, REPricity offers unique, streamlined and real-time claims re-pricing of complex contract models.

REVELOHEALTH is an independent company backed by Sante Ventures in Frisco, Texas, specializing in claims re-pricing services for payers. The company offers its solution, REPricity—an innovative, robust medical claims re-pricing tool that helps employers, hospital systems and networks improve quality and lower the total cost of care. REVELOHEALTH facilitates direct relationships between employers and hospital systems and networks, not just in its immediate geographical areas but nationwide. Through its REPricity solution, the company can re-price any network claim, regardless of contract complexity, including domestic fee schedules, case rates, per diem rates, bundled payments, direct contracts and provider carve-outs.

The challenge

After mitigating downstream challenges from networks and other entities performing re-pricing processes in-house, it became clear that re-pricing hadn't been a core competency required in today's healthcare landscape. This has become more evident as payer contracts have become increasingly complex, compounding errors, multiple re-pricing passes and costs. A group of accomplished leaders from all aspects of the healthcare ecosystem met this challenge head-on by creating REVELOHEALTH as a standalone entity to focus purely on claims re-pricing for third-party administrators (TPAs)—organizations

At a glance

REVELOHEALTH collaborated with Cognizant to create a unique re-pricing solution based on TriZetto QicLink, TriZetto ClaimsExchange and TriZetto NetworX Pricer. With the three solutions as its foundation, REVELOHEALTH forms a new standalone solution, 'REPricity,' that specializes in claims re-pricing services for third-party administrators (TPAs). The new offering enables automated, real-time claims re-pricing services and sophisticated provider and member matching.

Our TriZetto solutions help the company to:

- Increase participating provider (PAR) claims matching to 97%
- Improve claims re-pricing outcomes with first pass accuracy to 98%
- Achieve near 100% automation eliminating errors & cost from manual intervention
- Gain 24/7 access to insightful, actionable data from raw unedited claims
- Accelerate and simplify the process of updating fee schedules



or individuals that handle the claims, processing and reporting components of a self-funded health benefits plan.

While the company wanted to offer independent re-pricing services using raw claims data as the foundation for data analysis services, it faced the challenge of finding the right operating niche. Cognizant's expertise in the industry led REVELOHEALTH to choose TriZetto® solutions as the foundational partner for its REPrlicity solution to independently re-price claims.

The approach

We worked with REVELOHEALTH to create its REPrlicity solution, which automates the entire re-pricing function in real time for TPAs and employer groups. Leveraging the TriZetto QicLink, TriZetto ClaimsExchange and TriZetto NetworX Pricer implementations, REPrlicity has a fast, high-volume process that can re-price 93 claims in mere seconds.

QicLink stores all TPA data and provider demographics, including network associations, contracts and rate sheet identification for each provider. With this TriZetto solution, the REPrlicity tool can configure multiple network hierarchies and complex multi-tier plans.

TriZetto ClaimsExchange captures and submits ANSI 837 claims (HIPAA forms used by healthcare suppliers and professionals to transmit healthcare claims) to TriZetto NetworX Pricer. The solution also extracts provider network data and rate sheets from QicLink in real time. When a provider is matched to a network hierarchy, TriZetto ClaimsExchange routes the claim to TriZetto NetworX Pricer for re-pricing. Then, TriZetto ClaimsExchange picks up and submits the re-priced 837 claim to a TPA's claims processor for adjudication. The new process enables REVELOHEALTH's REPrlicity to re-price complex contract models and mine data to uncover how a specific health plan performs in different geographic regions or among different employee groups. The REPrlicity solution has also integrated a connection to Optum to capture formulary data consisting of lists of drugs that REPrlicity captures for the company's payers.

When a claim is submitted for re-pricing, TriZetto ClaimsExchange:

- Executes real-time SQL calls to QicLink for member and provider matching
- Pulls the group number to identify the TPA for Member Match—a function that increases the ability to match data to a member and adds to claims automation
- Extracts plan and physician network data, the rate sheet ID based on network access for patient and claim validation for codes, dates and charges
- Sends the claim to the TriZetto ClaimsExchange central server when member matching and validation are complete

Business outcomes

Throughout the engagement with REVELOHEALTH, our TriZetto solutions have helped the company increase participating provider (PAR) claims matching to 97% and improve claims re-pricing outcomes with first pass accuracy to 98% due to added visibility provided by TriZetto ClaimsExchange. And for the company's current clients with complex data structures that once made claims re-pricing difficult, QicLink and TriZetto ClaimsExchange solves this problem. The REPrlicity solution's unique service decouples re-pricing from the adjudication process to deliver insightful and actionable data from raw, unedited claims.

Clair Canada, EVP of Innovation at REVELOHEALTH, shares her thoughts on the solution, "The combination of QicLink, TriZetto ClaimsExchange and TriZetto NetworX Pricer enables us to offer our customers a fast, high-volume re-pricing service that can still manage complex, multi-tiered contracts and plans."

With REPrlicity, the company can overcome data vulnerabilities with sophisticated provider and member matching. The solution also delivers instant visibility into daily production 24/7 for quality claims reviews. In addition, TriZetto NetworX Pricer allows the company to accommodate sophisticated re-pricing calculations and update fee schedules faster and easier using global rate sheets.

Our hosting support offers the company a way to interface with Optum—a component of another re-pricer mechanism through TriZetto NetworX Pricer—widening its ability to compare claims data. With our TriZetto solutions, the REPrivity tool automates the entire re-pricing process so it can intake claims information and re-price claims multiple times, if necessary.

While REVELOHEALTH's re-pricing service is somewhat removed from the member experience, the data the company provides

to TPAs, employers and integrated delivery systems helps these firms evaluate health plan contracts using granular data at a code level. In turn, this aids in health plan selection and contract negotiations, leading to greater value for healthcare consumers at all levels.

About REVELOHEALTH

REVELOHEALTH, an independent company in collaboration with Cognizant, was founded in 2020 and is headquartered in Frisco, Texas. REVELOHEALTH's innovative, robust medical claim re-pricing tool, REPrivity, creates a pathway for hospital systems and employers to collaborate for the purpose of improving quality and lowering total cost of care. Cognizant, TriZetto, QicLink and NetworX Pricer are registered trademarks or trademarks of Cognizant or its affiliates. All other trademarks mentioned herein are the property of their respective owners. To learn more, visit www.revelohealth.net.



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