



Accelerating healthcare interoperability through the Microsoft Marketplace

Joint go-to-market overview

Cognizant and Microsoft help healthcare payers and providers reduce the cost, cycle time and operational friction of prior authorization—while accelerating compliance with the Interoperability and Prior Authorization Final Rule (CMS-0057-F)—through cloud native, FHIR®-based electronic prior authorization (ePA) solutions available on the Microsoft Marketplace.

Beginning with TriZetto® **Payer** Electronic Prior Authorization and TriZetto **Provider** Electronic Prior Authorization, healthcare organizations will be able to deploy cloud-native solutions designed to modernize prior authorization workflows, support compliance with emerging federal interoperability mandates and streamline collaboration between payers and providers.

Business value for payers and providers:



Reduced administrative cost by eliminating manual PA workflows and rework



Faster authorization turnaround times, supporting the US Centers for Medicare and Medicaid Services (CMS)-mandated SLAs



Lower call center and fax volumes through API driven PA lifecycle automation



Improved provider experience, reducing abrasion and appeal rates



Better compliance posture with measurable PA transparency and reporting

Cognizant's TriZetto interoperability suite now marks its first capabilities available through the Microsoft Marketplace. Built natively on Microsoft Azure, these solutions are aligned to modern FHIR-based interoperability standards. Cognizant leverages intelligent application and AI services from Microsoft Azure to enhance data ingestion, processing, and observability, delivering greater efficiency, scalability, and reliability across interoperability workflows. With Microsoft Azure as the enabling platform, Cognizant provides healthcare organizations a strong foundation to modernize administrative operations while advancing enterprise-wide interoperability initiatives. The result is measurable impact for payers and providers alike: reduced operational cost, improved efficiency, and confident compliance with evolving regulatory requirements.

Addressing one of healthcare's most persistent administrative challenges

Prior authorization remains one of the most complex and burdensome administrative processes across the healthcare ecosystem. Providers often navigate manual documentation requirements and fragmented communication channels, while health plans must balance utilization management with timely care delivery.

Cognizant's TriZetto ePA solutions help modernize this process by enabling automated, API-driven workflows that support real-time data exchange between providers and payers.

By leveraging modern interoperability frameworks and cloud-native architecture, healthcare organizations can move beyond traditional

manual processes toward streamlined digital workflows that improve efficiency across clinical and administrative operations.

FHIR-based ePA transforms prior auth from a fragmented, manual process into a real-time, rules-driven workflow—reducing administrative cost, accelerating care and improving financial and clinical outcomes across the ecosystem. Industry estimates show ePA can contribute to over \$500 million in annual savings (CAQH)¹ and up to \$19 billion in long-term clinician labor savings (ONC)² through automation and workflow redesign.

Providers:

Reduces manual effort by ~10–20 minutes per authorization (CAQH)³, translating into meaningful labor cost savings at scale; lowers rework and downstream denials by ~30%–40% when documentation is complete at intake⁴; and reduces avoidable authorizations by ~20%–40% through CRD/DTR, eliminating unnecessary administrative spend⁵. These efficiencies can equate to tens of thousands of dollars per provider annually in recovered productivity.

Payers:

Drives material cost reduction versus manual PA processing by minimizing call center volume, manual reviews and exception handling; shifts authorizations to automated, rules-based determinations—reducing per-auth processing costs by 30%–60% in mature implementations; and accelerates decision timelines from days/weeks to minutes/hours, lowering operational overhead while improving provider satisfaction⁶. Also supports readiness for CMS-0057-F, avoiding future compliance-driven cost spikes.

Patients:

Reduces costly care delays—AMA reports 93% of physicians say PA delays care, with ~82% linked to treatment abandonment; faster approvals reduce unnecessary visits, duplicative services and out-of-pocket exposure⁷. Improved access and experience can drive ~15%–20% higher retention and satisfaction metrics, particularly in value-based or competitive plan environments.

Bottom line: ePA is a cost takeout + revenue protection lever—eliminating avoidable administrative spend, reducing denial leakage and accelerating time to care and reimbursement across payer and provider operations.

Business impact of modernized prior authorization

By replacing manual, fragmented workflows with standardized ePA, organizations can reduce administrative effort per authorization, lower rework and appeal volumes, and improve turnaround times—driving both cost savings and better provider experience.

Building on these improvements, the business impact of modernized prior authorization is realized differently across payer and provider organizations, reflecting their distinct operational needs and responsibilities.

For payers

- Faster, CMS-compliant PA decisions
- Reduced administrative overhead
- Improved auditability and reporting
- Scalable Microsoft Azure infrastructure for mandated APIs

For providers

- Increased clarity on requirements, eliminating unnecessary PAs
- Reduced manual documentation
- Inworkflow PA transparency and completion
- Fewer resubmissions and appeals

For patients

- Faster access to care
- Decrease in treatment abandonment
- Greater transparency into requirements and approval process
- Improved overall member experience, increasing relationship value

Supporting compliance with emerging interoperability mandates

Federal initiatives such as CMS-0057 are accelerating the adoption of standardized interoperability frameworks across the healthcare industry.

The **CMS-0057-F** is a CMS regulation finalized **January 17, 2024** to modernize healthcare data exchange and streamline prior authorization workflows. It primarily targets payers (Medicare Advantage, Medicaid/CHIP-managed care and ACA exchange plans) and requires the use of **FHIR-based APIs, ePA workflows and faster turnaround times**, with phased compliance beginning **January 1, 2026** and major API implementation deadlines **January 1, 2027**.

CMS-0057-F introduces not just compliance requirements, but an opportunity for organizations to modernize legacy authorization workflows, reduce administrative cost and improve payer-provider collaboration through standardized, API-driven processes. Below is a **structured table of the key CMS-0057 regulatory elements, core prerequisites and the operational details** organizations must implement.

Standards-based prior authorization aligned to Da Vinci frameworks

Cognizant's TriZetto ePA solutions support leading HL7® Da Vinci implementation frameworks, including:



Coverage Requirements Discovery (CRD)



Documentation Templates and Rules (DTR)



Prior Authorization Support (PAS)

Together, these capabilities enable standards-based, end-to-end ePA workflows that help healthcare organizations prepare for evolving regulatory requirements while reducing administrative burden and improving transparency across payer-provider interactions.

Cloud-native healthcare interoperability

The TriZetto solutions provide healthcare organizations with a scalable foundation for modern interoperability, with Microsoft Azure serving as the cloud platform that supports enterprise-scale performance, reliability, and future growth.

Key platform capabilities include:

FHIR based API architecture supporting standardized healthcare data exchange

Enterprise-grade security and reliability for regulated healthcare workloads

Seamless integration with payer and provider systems

Scalable Microsoft Azure infrastructure designed to support evolving interoperability and regulatory use cases

By combining Cognizant's deep healthcare expertise with the scale and reliability of Microsoft Azure, organizations can deploy modern interoperability solutions that support the security, performance, and resilience required for mission-critical healthcare operations.

Microsoft Marketplace procurement advantages

Availability through the Microsoft Marketplace provides healthcare organizations with a streamlined, enterprise-ready path to procure and deploy advanced interoperability solutions.

Key advantages include:

Simplified procurement through existing Microsoft Enterprise Agreements (EAs)

Enterprise-grade security and compliance through Microsoft Azure infrastructure

Reduced contracting friction by leveraging a trusted marketplace model

Faster deployment and onboarding compared to bespoke ePA implementations

Alignment with Microsoft Azure consumption commitments (MACC)

For healthcare organizations already invested in the Microsoft ecosystem, this approach aligns interoperability modernization with broader enterprise cloud and digital transformation strategies without introducing new vendor complexity.

Joint co-sell strategy

Cognizant and Microsoft will collaborate on a targeted go-to-market strategy to accelerate adoption across payer and provider markets.

This joint effort will include:

Coordinated engagement across shared enterprise healthcare customers

Microsoft Marketplace-aligned procurement strategies

Collaboration with Microsoft healthcare industry sales teams

Joint thought leadership on healthcare interoperability modernization

Together, these efforts are designed to accelerate customer adoption, reduce procurement friction and support coordinated engagement within complex enterprise healthcare accounts.

Future expansion

The availability of TriZetto ePA solutions on the Microsoft Marketplace represents the first phase of a broader collaboration between Cognizant and Microsoft.

Over time, additional interoperability and automation capabilities from the TriZetto portfolio may also become available through the Microsoft Marketplace, further enabling healthcare organizations to modernize payer-provider collaboration, streamline administrative processes and expand the use of standardized digital workflows across the healthcare ecosystem.

Commercial advantage

Marketplace availability enables healthcare

organizations to streamline procurement, reduce contracting cycles, and align interoperability modernization investments with broader cloud transformation initiatives—without introducing new vendor complexity.

Partnership summary

Cognizant, leveraging the scalability and security of Microsoft Azure, is enabling healthcare organizations to accelerate interoperability adoption and modernize prior authorization workflows.

By combining Cognizant's healthcare technology expertise with the scalability and security of Microsoft Azure, the partnership establishes a powerful foundation for the next generation of healthcare interoperability and administrative automation.

References

1. <https://www.caqh.org/hubfs/Index/2024%20Index%20Report/CAQH%202024%20Index%20Report%20Key%20Takeaways%20FINAL.pdf>
2. https://www.healthit.gov/wp-content/uploads/2025/08/HTI-4-Final-Rule-Overview-Fact-Sheet_508.pdf
3. <https://www.caqh.org/hubfs/Index/2024%20Index%20Report/CAQH%202024%20Index%20Report%20Key%20Takeaways%20FINAL.pdf>
4. <https://www.trizettoprovider.com/solutions/patient-engagement/prior-authorization>
5. <https://www.trizettoprovider.com/solutions/patient-engagement/prior-authorization>
6. https://www.caqh.org/hubfs/43908627/drupal/core/white-paper/CORE_PA_Pilot_Issue_Brief_v7.pdf
7. https://fixpriorauth.org/sites/default/files/2025-02/2024_AMA_Prior-Authorization-Physician_Survey.pdf



Cognizant (Nasdaq: CTSI) is an AI Builder and technology services provider, bridging the gap between AI investment and enterprise value by building full-stack AI solutions for our clients. Our deep industry, process and engineering expertise enables us to build an organization's unique context into technology systems that amplify human potential, drive tangible outcomes and keep global enterprises ahead in a fast-changing world. See how at cognizant.ai or @cognizant.

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Tel: +1 201 801 0233

European Headquarters

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

India Corporate Office

Siruseri-Software Technology Park of India (STPI)
SDB Block—Ground Floor North Wing
Plot No H4, SIPCOT IT Park
Chengalpattu District
Chennai 603103, Tamil Nadu
Tel: 1800 208 6999

APAC Headquarters

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