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The TriZetto AI portfolio

Put AI to work across payer operations to lower costs, accelerate decisions, expand workforce capacity and improve member and provider experiences



Transform payer operations with embedded AI

Health plans face rising operational complexity, persistent workforce constraints and growing expectations for faster, more accurate service. High-volume claims, enrollment, authorization and care management workflows can increase costs, delay decisions and create friction when work remains manual or disconnected.

Point solutions may improve individual tasks, but they do not address work that moves inconsistently across systems, teams and partners. Payers need AI embedded in the platforms they already use, connected across priority workflows and governed to deliver measurable operational value.

Scale intelligence across the payer enterprise

The TriZetto® AI portfolio brings guidance, automation and agentic capabilities into claims, enrollment, care management, network configuration and prior authorization workflows. The portfolio supports a progression from AI-assisted work to increasingly automated and agentic execution, with the level of autonomy defined by the workflow, organizational policies and approval requirements. Health plans can begin with a priority workflow, demonstrate measurable value and expand to additional workflows based on results and business priorities.

Because AI is embedded in the TriZetto platforms and payer workflows health plans already use, organizations can apply it to operational work without creating another disconnected technology layer.

01	**Assist**	Surface information, summaries and guided recommendations within everyday workflows
02	**Execute**	Carry out well-defined, routine tasks within policies and approval thresholds
03	**Orchestrate**	Coordinate approved work across connected systems, teams and workflows, with human oversight where required
04	**Advance**	Expand agent autonomy based on demonstrated results, defined controls and the needs of each workflow

People remain accountable at every stage. Health plans define priorities, guardrails and approval thresholds, while shared governance, security and monitoring help keep AI consistent, transparent and auditable across the portfolio.

Deliver measurable value across the payer value chain



Lower operating costs and risk

Reduce manual effort, rework and inconsistencies across core administration

Accelerate accurate decisions

Resolve claims, authorizations and inquiries faster with consistent controls



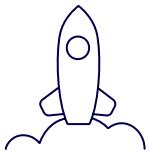


Expand capacity

Manage higher volumes without proportional headcount growth, while focusing expertise on exceptions

Improve experiences

Deliver faster, clearer and more consistent interactions for members and providers



Prior authorization focus: Support more connected and transparent workflows as expectations for timely decisions and information exchange evolve, while maintaining payer-defined clinical policies, controls and human oversight.

Explore the TriZetto AI portfolio

Connect AI to the workflows and platforms that matter most. The portfolio supports health plans across core administration, care and quality, network operations and connected payer- provider processes.

Portfolio area	Where it applies	Client value
Claims operations	TriZetto Facets® and TriZetto QNXT™ claims workflows, including eligible routine work and exception handling	Reduce manual intervention, improve consistency and accelerate processing
Enrollment and encounter management	High-volume enrollment, encounter and related administrative workflows	Guide work, address exceptions faster and reduce avoidable rework
Care and quality management	TriZetto CareAdvance® workflows supporting care management, quality improvement and care-gap closure	Surface relevant insights and help teams move from identification to action
Network operations	NetworX workflows supporting network configuration and related operational activities	Improve productivity and consistency across complex network processes
Prior authorization and clinical exchange	Connected payer-provider workflows, clinical data exchange and administrative steps supporting prior authorization	Reduce workflow friction, improve information exchange and support timely decisions within payer-defined clinical policies, controls and oversight requirements

Configuration note: Capabilities can be configured in accordance with client policies, applicable requirements and defined human-review processes.

Where could AI create value first?

- High-volume, rules-based transactions consume significant operational capacity
- Research, review or data movement still requires excessive manual effort
- Transaction growth is outpacing workforce capacity
- Exceptions and rework are delaying claims, enrollment or authorization workflows
- Teams move between disconnected systems to complete routine work
- AI pilots have not yet translated into measurable operating results
- The organization needs a consistent approach to oversight, monitoring and auditability as AI adoption expands

Proven scale. Demonstrated impact.

No. 1

Cognizant ranking in the Claims and Administration Platforms (Payer) segment, 2026 Best in KLAS

200M+

Members supported by TriZetto platforms, processing more than $500 billion in annual healthcare spend

82%/63%

usual processing time saved in client examples for duplicate-claims work and coordination-of-benefits checks, respectively

Start with a priority workflow

Identify a high-volume or high-friction workflow where AI can deliver measurable value. Cognizant can help assess the opportunity, align the appropriate TriZetto capabilities and define a practical path from an initial use case to broader adoption.

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Cognizant (Nasdaq: CTSH) 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.

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