



## Solution Overview

# TriZetto Clinical CareAdvance Standard Content Package

Designed to support a health plan's internal accreditation process, our content package provides reconfigured clinical content that clients can use as-is or build upon to meet the needs of their unique populations.

TriZetto Clinical CareAdvance® Standard Content Package provides pre-identification of members who may benefit from care management, assessments to determine their healthcare needs and care plans to address those needs.

Cognizant® contracts with two well-respected review entities for ongoing content review and validation of the CareAdvance Standard Content Package. These reviews help support evidence-based standards and industry requirements from nationally recognized accreditation and certification bodies. The teams include experts in the field of care management, URAC and board-certified practicing practitioners.

**TriZetto Clinical CareAdvance, Standard Content Package offers healthcare payer organizations licensing the CareAdvance application an optional comprehensive package of clinical content for use within their population health management programs.**



Cognizant partners with WebMD Ignite, a health education provider that offers evidence-based, consumer-friendly health content designed to increase member health literacy. The WebMD Ignite Knowledgebase allows health plans to engage and motivate members to improve their own health. With consumer-friendly content and tools on thousands of topics, it's virtually an unlimited guide to better health. This solution seamlessly integrates with the TriZetto® Clinical CareAdvance® solution, with article links embedded within standard content care plans.

CareAdvance Standard Content Package creates a solid base for member education, care plan development and interventions to improve health outcomes. When used as intended, this set of content serves to facilitate clinically consistent care across all care managers within the organization.

The content elements in the clinical package are designed to optimize the best features of the CareAdvance solution and provide:

- **A foundation of clinical content** aligned with national/societal standards and evidence-based guidelines
- **Population identification and stratification** using analytic rules combined with campaign profiles
- **Automated campaigns** that trigger actionable prompts for care manager interventions
- **Care plan goals** to support healthy behaviors, self-management, and coordination of care
- **Initial and outcomes** assessments
- **Communication tools** such as care management letter templates

CareAdvance Standard Content Package covers targeted health conditions in today's health plan populations. Complex conditions are grouped

under the category of Care Management Programs and contain the following features:

- Rules for identification of high-risk members for care management
- Campaigns to drive automated workflow
- Assessments with automatic care plan generation
- A comprehensive care plan library
- Member and clinician educational tools supplied by WebMD Ignite and other medical organizations (e.g., NIH, AHA, CDC)

The General Care Management program is designed to assess chronic and complex populations and includes:

- **General assessment**, which anchors the content package. This helps care managers find gaps in member management and branch out to specific assessments for care gaps
- **Partner programs**, which offer assessments and care plans for other health conditions to support targeted high-cost conditions that may benefit from care management
- **Specialized assessments** and tools
- **Comprehensive bank of care plans**, which cover all programs, partner programs, specialized assessments and tools, plus specialized care plans

## Release cycle

The CareAdvance Standard Content Package is released on the same quarterly cadence as the CareAdvance software. All updates to content are outlined in program workbooks and overview guides. Content revisions are made as a result of changes in practice guidelines and governing bodies such as CMS and/or in response to client requests.

| General Assessment  | Partner Programs   | Specialized Assessments & Tools   | Comprehensive Bank of Care Plans  |
|---|--|---|---|
| <p>Includes:</p> <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Behavioral Health</li> <li>• Heart Failure</li> <li>• Medication Management</li> <li>• Physical Activity</li> <li>• Coronary Heart Disease</li> <li>• Stroke</li> <li>• Diabetes</li> <li>• Maternity Care</li> </ul> | <p>Includes:</p> <ul style="list-style-type: none"> <li>• Comprehensive Pediatric Care</li> <li>• Hepatitis C</li> <li>• Multiple Sclerosis</li> <li>• Traumatic Brain Injury</li> <li>• Stroke</li> </ul> | <p>Includes:</p> <ul style="list-style-type: none"> <li>• PHQ 9</li> <li>• Transitions of Care</li> <li>• Wellness</li> <li>• Learning and Literacy</li> <li>• Assessment</li> <li>• Home Safety</li> </ul> | <p>Includes:</p> <ul style="list-style-type: none"> <li>• Effectiveness of Care</li> <li>• Oncology</li> <li>• Special Needs</li> <li>• Care Coordination</li> <li>• Self-Management</li> </ul> |

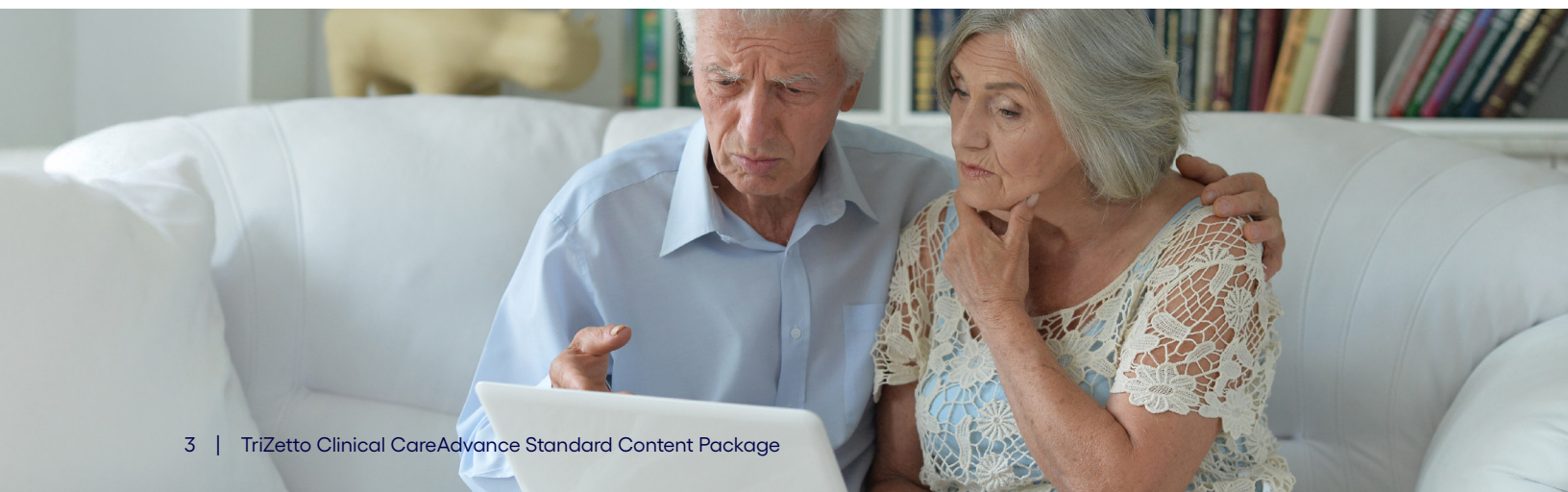
### Bottom-line impact

By including the CareAdvance Standard Content Package, **clients no longer need to research, design, and develop** a comparable content set specific for the CareAdvance software. This includes, at a minimum, the following:

- Researching medical literature, specialty associations and clinical guidelines related to specific health conditions for developing a standard set of CM or DM programs
- Targeting specific activities relative to the CareAdvance software:
  - Designing and formulating assessment questions and responses, with associated scoring and mapping for automated workflows within the CareAdvance application

- Developing member attributes to enable reporting
- Configuring a basic set of automated rules to trigger care management actions and follow up
- Creating care plan goals, interventions, and outcomes with educational materials
- Establishing documentation for programs
- Ongoing reviews and updates to keep content current

The data collected on members from the system or care manager can be shared with others outside the health plan through our HL7® Web Service. Data will populate the social history and functional status section of the CCD and includes barriers, social determinates, and functional status information.



## Breakdown of CareAdvance Standard Content Package Elements:

### 68 Assessments (Initial & Outcomes)

- Includes Initial and Outcomes assessments covering various health and wellness conditions
- Populates dynamically generated Assessment Summary Reports

### 54 Analytic & 28 Campaign Rules

- Identifies high risk members
- Drives CM automated workflow in the System
- Supports health and wellness conditions

### 335 Guidelines in the Care Plan Library

- Formulates discussion points associated with health and wellness conditions

### 196 Forms & Letters

- Supports member/provider outreach and health and wellness programs detailed above
- Supports general care management activities

## Reach your objectives faster

In addition to TriZetto CareAdvance, we offer an extensive line of solutions and services that harnesses the power of digital to optimize your business. Achieve new levels of performance and efficiency with Digital Business, Digital Operations, and Digital Systems and Technology capabilities from Cognizant.



Cognizant helps engineer modern businesses by helping to modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. To see how Cognizant is improving everyday life, visit them at [www.cognizant.com](http://www.cognizant.com) or across their socials [@cognizant](https://twitter.com/cognizant).

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