

Data sheet

Clinical CareAdvance

Care management, disease management, and utilization management teams are a vital part of health plans' efforts to deliver on the dual objectives of improving member health outcomes while still controlling costs. However, chronic nurse shortages make it difficult to find sufficient staff to accomplish this, while a torrent of administrative tasks adds to burnout among existing staff. These forces add expense at a time when health plans are looking to optimize operations and remove costs. More than ever, care management is pressed to show positive ROI. Population health efforts that consider social determinants of health can identify interventions that can improve health outcomes and elevate HEDIS®, NCQA, and Star ratings, but many clinical teams struggle to make these data points actionable. Care, disease, and utilization management teams need new ways of operating meet these dual challenges.

Clinical CareAdvance® is a flexible, automated care, disease, and utilization management platform that reduces operating costs, helps care managers amplify their impact, and enables better member health outcomes. Out-of-the-box care management programs are designed to help clients meet NCQA standards and perform well on HEDIS and Star ratings. Our standard clinical content, which incorporates social determinants of health and accounts for behavioral health, is regularly checked by third-party reviewers for alignment with NCQA standards. Automated workflows, triggers, and processes reduce turnaround times, elevate efficiency, and avoid errors. This greater efficiency reduces clinical and administrative staffing pressure and speeds clinical decision-making.

Our low-code/no-code solution empowers care management teams to configure care programs without needing to wait for internal IT support. Integrations with core administrative systems, our Value-based Benefit Solution, and first-level criteria sets promote collaboration among members, providers, and health plan care, utilization, and disease management teams.

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The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.

Why should your care management team choose Clinical CareAdvance?



Enable clinicians to operate top-of-license

Automation reduces manual work, lowers turnaround time, and reduces manual errors to get the most out of your precious staff.



Returning control to clinical staff

Our configurable rules engine and low-code/no-code solution allows clinicians to make every data element (including SDoH) actionable… without requiring IT support.



Ready-made Center of Excellence

Benefit from our clinical, care management, and regulatory experts who recommend strategy and deploy, configure, and provide continuing support for your team.



Single, unified platform

Our combined platform unites care, disease, and utilization management to give a more comprehensive member view and speed clinical decision-making.



Robust clinical content and member education

Member education and care programs—which are designed with behavioral health and social determinants of health (SDoH) in mind—meet NCQA, HEDIS, and Star rating criteria and engage members to inflect their behavior and improve health outcomes.



Built-in AI capabilities

CareAdvance now comes with embedded generative AI that reduces manual effort, accelerates reviews and surfaces clearer insights directly in the care management process. The platform consolidates member history, assessments and outcomes into one editable summary; distills lengthy clinical documents into concise, decision-ready summaries; synthesizes assessment results into actionable conclusions; monitors medication updates to flag changes that affect compliance and safety; and compares clinical content against the latest standards to help organizations maintain alignment with evidence-based guidelines. It also ingests and transforms faxed or scanned attachments into structured data through the TriZetto® Intelligent Document Conversion Services.

Clinical CareAdvance in practice

Automation boosts care management productivity



Challenge

Large regional health plan identified the process of generating UM letters as an inefficient use of time and ripe for automation



Solution

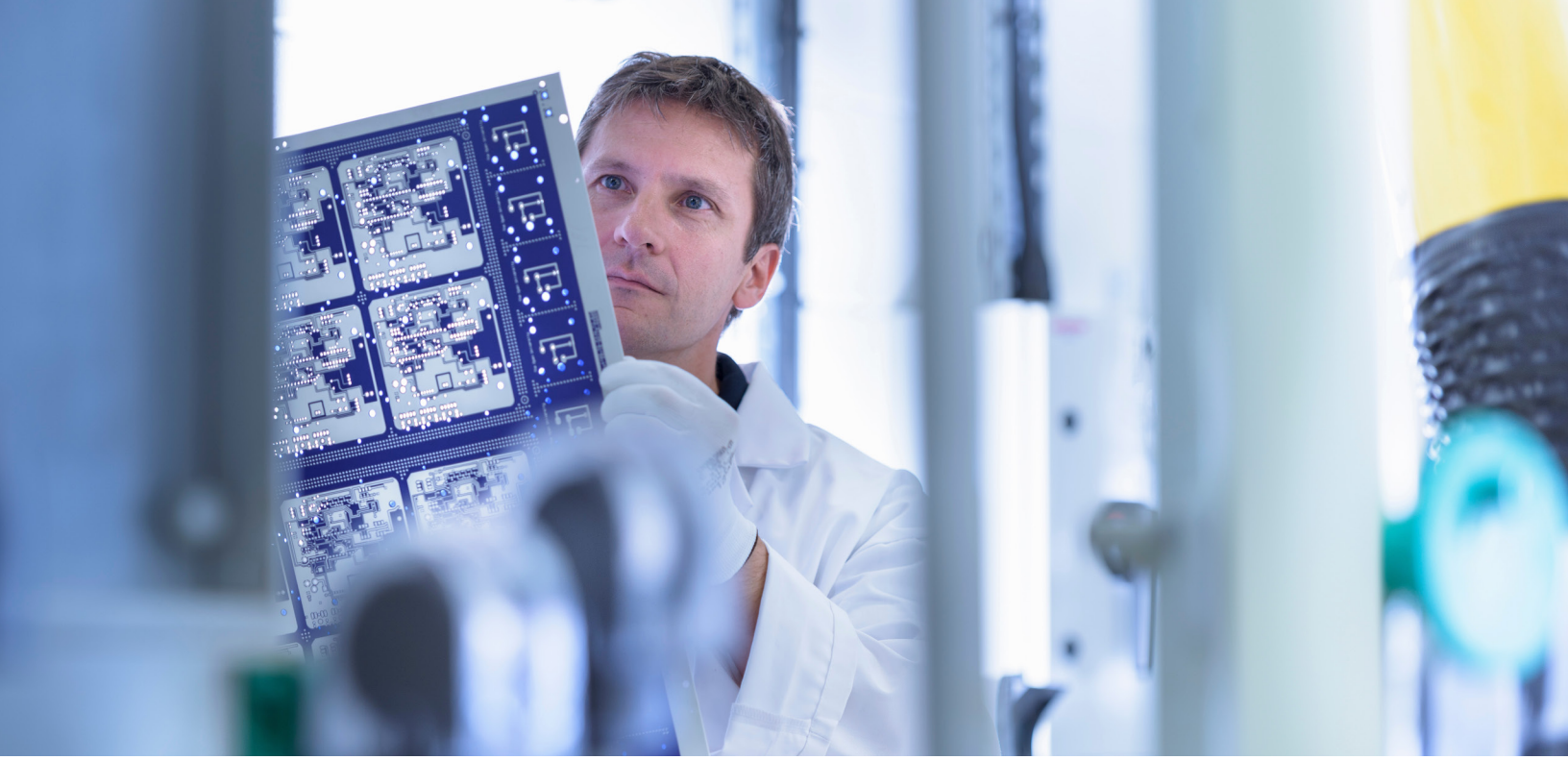
Clinical CareAdvance



Results

Increased UM team capacity by one extra full-time employee 600+ authorizations completed in a single day, giving back 9+ hours of productivity daily

Click here to read the full case study



Clinical CareAdvance helps you...

Improve care management performance

Elevate efficiency and accuracy, relieve staffing pressure, and enhance collaboration among members, providers, and health plan care teams.

Unify case, utilization, and disease management

Our low-code/no-code solution empowers care, disease and utilization management to configure and incorporate core system data without needing to queue for IT support.

Deploy high-quality care programs faster

We deliver out-of-the-box care management programs built upon accredited clinical and member educational content and leveraging our highly trained clinical team.

Contact us to learn how CareAdvance can transform your care management performance.

www.cognizant.com/healthcare-technology-solutions/trizetto/care-management/clinical-careadvance

cognizant®

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at **www.cognizant.com** or @cognizant.

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