



## Data sheet

# TriZetto Learning Services desk-level procedure support services

Ensure accurate, consistent and efficient business operations for health plan processes

### Benefits of effective DLPs

When developed appropriately, these essential documents serve as guidelines that ensure consistency and efficiency across health plan operations. Well-developed, regularly updated and effectively managed DLPs are essential for:



**Compliance.** DLPs align health plans with evolving healthcare regulations to ensure organizations remain compliant and audit-ready



**Quality control.** Well-developed DLPs ensure that a health plan's processes and procedures meet the highest quality standards for accuracy, consistency and efficiency.



**Stakeholder satisfaction.** DLPs streamline processes, reduce errors and boost staff productivity, enhancing group, member and provider satisfaction.



**Scalability.** DLPs help maintain consistency as organizations grow and complexity increases.

## Elevate your business with expert DLP support services for your TriZetto software

Our TriZetto® Learning Services experts are well-versed in the extensive capabilities and functionality of the TriZetto solutions and will collaborate with your organization to create tailored processes and procedures that maximize the potential of your software and ensure smooth and efficient operations. We can assist your team with the complexities of procedure development and maintenance, including:

- Strategy, approach and templates
- Evaluation of existing documents
- Updates to existing documents
- Creation of new documents
- Training

We use proven, tested DLP templates, a baseline library and a style guide, based on best practices developed from working with multiple client health plans, to ensure comprehensive and effective DLPs.

## Our development process includes:

### Initial review

Our personalized approach aligns with your organization's specific goals and requirements. We work closely with your team to ensure DLP documentation fits your organization perfectly.

### Development

Our experienced team leverages templates, a baseline library and a style guide, based on best practices developed from working with multiple client health plans, as a foundation to develop comprehensive and effective step-by-step processes and procedures.

### Testing

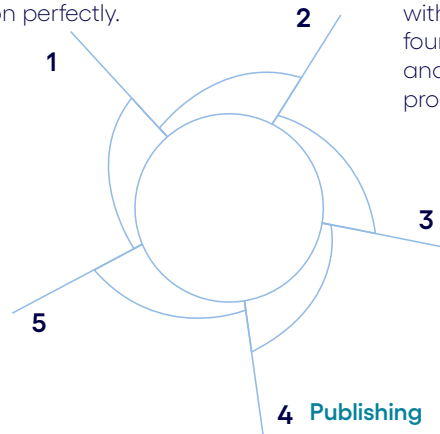
Once developed, the processes and procedures are tested to ensure accuracy and alignment with plan requirements.

### 4 Publishing

Once the testing process is complete, DLP documents are created for plan use.

### Training

We provide targeted, end-user training to enhance employee proficiency and ensure optimal utilization of the developed procedures.



## Benefits of investing in TriZetto DLP support services

In the short term, your organization will benefit from well-designed training programs, user testing, go-live readiness and regulatory compliance. Long-term advantages include reduced onboarding times, fewer processing errors, increased customer satisfaction and lower administrative costs.

Desk-level procedures are dynamic and must be regularly updated to stay effective. Our service includes assisting you with implementing a continuous improvement process to ensure that your documentation evolves to meet your strategic business needs.

## Optimize plan operations to ensure success

Developing and maintaining DLPs is essential to the success of health plan operations and, ultimately, your entire organization. The strength of plan administration processes and procedures reflects the strength of your business. Inadequate and outdated DLPs can have detrimental effects on your staff, provider network and members. Don't let your DLPs hold you back—harness our experience and expertise today!

Ready to learn more? Contact us at [Training@cognizant.com](mailto:Training@cognizant.com)