



# TriZetto® Enrollment Administration Manager and Workflow

Accurate and timely enrollment processing for Medicare Advantage plans

**Medicare Advantage plans must achieve operational excellence in order to serve their markets well, grow market share and membership and sustain financial viability. Our comprehensive enrollment solution enables you to realize these objectives in this ever changing, highly regulated industry.**

The vital first impression: enrolling Medicare Advantage members. The TriZetto® Enrollment Administration Manager enables comprehensive and accurate enrollment, including data collection and verification, submission and maintenance to the Centers for Medicare & Medicaid Services (CMS).

Enrollment Administration Manager and Enrollment Administration Manager Workflow are part of the Cognizant line of TriZetto Healthcare Products, a portfolio of software solutions that help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and create better member experiences.

## Quickly responds to CMS requirements

Enrollment Administration Manager is continually updated to comply with CMS guidance and notifications, ensuring that your enrollment processes maintain regulatory compliance.

## With Enrollment Administration Manager you can:

- Initiate and validate enrollment applications via web-enabled devices, electronic batch processes, modern API-enabled services or through an on-line keyed entry form.
- Reduce administrative costs by automating enrollment processes and incorporating complex business logic into easy-to-use screens, workflows and queues.
- Initiate real-time eligibility inquiries and identify and resolve eligibility issues for timely submission to CMS and responses to plan members.
- Effectively manage and work enrollment, disenrollment and member change exceptions, aided by an integrated workflow engine.
- Automate Online Enrollment Center (OEC) election retrieval, processing and reconciliation with the CMS real-time Application Program Interface (API).
- Maintain submission timeliness and accuracy compliance.
- Automate and maintain compliance in member communications.
- Share enrollment data with core administration systems, including TriZetto's Facets and QNXT immediately using tight, event-based integration employing industry FHIR standards.

## Increase automation

Eliminate unnecessary steps and tedious, manual processes by automating enrollment-related functions:

- Verify eligibility via the real-time Beneficiary on the Cloud (BIC) or Batch Eligibility Query (BEQ) API.
- Automate OEC election retrieval, processing and reconciliation with the real-time Health Plan Management System (HPMS) OEC API.
- Automatically queue required member pre- and post-CMS correspondence using

customizable templates; generate ready-to-print correspondence for in-house or 3rd-party fulfillment.

- Manage retroactive transactions for submission to the CMS Retro Contractor
- Identify and work applications for Late Enrollment Penalty, Requests for Information, Special Needs Plan eligibility, Out-Of-Area verification and other exception processing.
- Leverage automated, robust Transaction Reply Report (TRR) processing and CMS edits to improve acceptance rate.
- Take advantage of robust reporting at all stages of enrollment, including required compliance reporting to CMS.
- Support efficient and familiar application entry via an enrollment transaction entry form that mimics the CMS application.

During pre-enrollment, Enrollment Administration Manager's up-front eligibility checks and built-in business logic help to maintain compliance, minimize avoidable rejects by CMS, and track information needed for CMS audits.

The application is configured to store and apply bid and plan data and guide your plan's enrollment team through the application process for new Medicare Advantage members. This information, coupled with built-in CMS rules, reduces the need for Medicare-specific knowledge and improves your team's ability to enroll members correctly the first time.

## Enrollment Administration Manager Workflow helps manage the enrollment process

Identifying enrollment information issues is critical to rapid error resolution and resubmission to CMS. Enrollment Administration Manager allows users to identify errors due to ineligibility, missing or invalid enrollment information, CMS rejections, OEC errors, and other issues. With Enrollment Administration Manager Workflow, these tasks can be configured to automatically route to your staff for follow-up along predefined action paths.

Enrollment Administration Manager creates, prioritizes and routes items based on specific data elements, user role assignment and other variables. You can monitor workloads and automatically balance or redistribute work when volumes exceed a predefined threshold. Automating manual tasks reduces costs, facilitates adherence to CMS requirements and removes organizational bottlenecks.

### **Integrate enrollment, claims and case management data**

TriZetto Elements® Enrollment Administration Manager's event-driven integration with TriZetto Facets® and QNXT® improves accuracy, speeds

enrollment processing of Medicare events, accelerates access to member benefits and eliminates the need for custom batch processing.

### **Reach your objectives faster**

We offer an extensive line of solutions and services that harness the power of digital to optimize your business, enabling you to achieve new levels of performance and efficiency. For more information about how the Cognizant line of TriZetto Healthcare Products can help you enhance revenue growth, drive administrative efficiency and improve cost and quality of care, visit [www.cognizant.com/trizetto](http://www.cognizant.com/trizetto).



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