



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 (EAM) 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 online 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 the industry's Fast Healthcare Interoperability Resources® (FHIR®) standard

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 (BEG) 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 and generate ready-to-print correspondence for in-house or third-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

Our Intelligent Documentation Conversion Service streamlines how health plans manage enrollment documentation by automating the capture, classification, and conversion of member enrollment materials into compliant, system ready formats. Built to reduce manual workloads and eliminate the bottlenecks that slow onboarding, it helps payers accelerate member enrollment, improve accuracy, and enhance overall administrative efficiency.

During pre-enrollment, Enrollment Administration Manager uses upfront eligibility checks and built-in business logic to help plans more effectively and efficiently meet CMS submission requirements and capture the 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.

Automate D-SNP enrollment verification

TriZetto Medicaid Eligibility Verification, an optional module within the EAM solution, enables health plans to optimize their existing state connectivity for Medicaid eligibility verification via batch or API-based mechanisms. This automation streamlines the enrollment process for Dual Eligible Special Needs Plans (D-SNPs) and enhances the overall management of eligibility verification through state Medicaid programs.

The solution streamlines the eligibility verification process by automating key tasks such as daily checks for new D-SNP enrollments, continuous reverification during RFI and deeming periods,

on-demand eligibility checks and monthly redeterminations. It also supports automated suspect creation and closure, queues disenrollment transactions and generates necessary letters. Together, these features significantly reduce manual workload and error rates, to deliver a more accurate, efficient and scalable approach to eligibility verification.

The TriZetto Medicaid Eligibility Verification Integrated Solution is an optional module within the EAM solution that integrates seamlessly with TriZetto Provider Solutions®. It enables near-real-time Medicaid eligibility verification and also offers a batch processing option, providing flexibility and efficiency to healthcare organizations. With pre-enabled state connectivity and preconfigured, state-specific Medicaid eligibility responses, this solution automates the enrollment process for Dual Eligible Special Needs Plans (D-SNPs) and significantly enhances the management of eligibility verification through state medicaid programs.

The solution streamlines the eligibility verification process by automating key tasks such as daily checks for new D-SNP enrollments, continuous reverification during RFI and deeming periods, on-demand eligibility checks and monthly redeterminations. It also supports automated suspect creation and closure, queues disenrollment transactions and generates necessary letters.

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 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/healthcare/trizetto

Disclaimer: HL7®, and FHIR® are the registered trademarks of Health Level Seven International and their use of these trademarks does not constitute an endorsement by HL7.



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 follow us @Cognizant.

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Tel: +1 201 801 0233

European Headquarters

280 Bishopsgate
London
EC2M 4AG
England
Tel: +44 (0)1 020 7297 7600

India Corporate office

Siruseri-Software Technology Park of India (STPI)
SDB Block – Ground floor North wing
Plot No H4, SIPCOT IT Park
Chengalpattu District
Chennai 603103, Tamil Nadu
Tel: 1800 208 6999

APAC Headquarters

1 Fusionopolis Link,
Level 5 NEXUS@One-North,
North Tower, Singapore 138542
Phone: + 65 6812 4000

© Copyright 2025–2027, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned herein are the property of their respective owners.

WF 4537450