



Solution overview

Digitize processes for transformational experiences

Modern healthcare stakeholders want smart, frictionless experiences. Set your health plan apart from the competition by delivering transformational digital experiences. Cognizant helps you deliver.

Members, employees and providers all expect experiences today that are as smooth and delightful as those delivered by Apple and Amazon and other digitally savvy consumer companies. The effects of COVID-19 have strengthened those expectations.

Consumers now view elegantly blended experiences across digital and physical channels as the new normal. At Cognizant®, we have all the capabilities you need to digitize the underlying processes that make it possible to deliver rich new experiences to all your stakeholders.

Enabling consumer-grade experiences from the modern healthcare payer

With Cognizant® TriZetto® Healthcare products and our technology and consulting resources, your organization can digitize and automate virtually all stakeholder processes and workflows, from marketing and enrollment to care management. We have built our TriZetto® Facets® and TriZetto® QNXT™ core payer platforms with the capabilities you need to deliver consumer-grade experiences to your users and members. Our platforms equip your organization to:



- **Improve member experiences with faster, more intuitive service.** Meet and exceed your members' expectations for real-time delivery by reducing cycle times for enrollment, preauthorization, claims processing, grievance resolution, care management and more. Create ID cards and welcome packets as soon as member data is updated instead of relying on scheduled batch processing. Eventdriven architecture, data streaming, automated workflows built into our systems and the power of robotic process automation (RPA) combine to improve operations productivity and accuracy while optimizing costs.
- **Own the member experience beyond your organization's borders.** Efficiently coordinate member interactions with providers and other third parties. Our platforms orchestrate realtime data from multiple systems to enable touchless, automated processing and enhanced functionality across a wide variety of third-party systems and applications, from internal systems to electronic medical records and more. Your organization will be positioned to help members navigate the new healthcare ecosystem.
- **Improve the speed and accuracy of high volume, rote, repetitive processes.** Automate a wide variety of rules-based work with our prebuilt healthcare RPA solutions to gain scalability, reduce cycle time and improve compliance. Each contains all the core steps in a process and can be customized easily for your specific process or Facets or QNXT platform instance.
- **Continually improve performance while reducing costs.** Discover new insights for process optimization and automation. Our systems offer

recommendations for improvements that directly affect users and members. With self-monitoring capabilities, Facets and QNXT provide unparalleled operations stability. These systems help predict seasonal loads for proactive planning and discover root causes of transaction issues for permanent resolution—and even higher performance and member satisfaction.

- **Gain an advantage in the race for talent by providing streamlined and intuitive work experiences.** With myQNXT solution enables users to customize their workspaces with tiles from the QNXT platform as well as third-party applications to improve their work experience and productivity. The design increases information visibility by up to 50%, reducing the need for users to click among screens and applications. Facets offers a highly intuitive browser-based user experience.

Real-time claims processing.

One of our large health plan clients uses Facets to enable its providers to submit claims via a user-friendly web-based real-time claims solution. A back-end API process reduces the claims adjudication lifecycle from days to seconds. Members can quickly see up-to-the-minute deductible balance, as well as co-pays and coinsurance amounts to make well-informed decisions. Our client has greatly reduced batch processes while automating workflows to lower cost and accelerate the availability of information.

For more information about how we can help you deliver superior stakeholder experiences through digitized processes and workflows, visit www.cognizant.com/trizetto.



Cognizant (Nasdaq:100: CTSI) 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](https://twitter.com/cognizant).

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