



Simplifying Health Plan
Operations with Digital:
TriZetto® QNXT™

Cognizant®

Health plans are under increasing pressure to simplify the experience of care, help people make meaningful health decisions and support effective intervention at the right time. Improving the member experience in these ways requires health plans to simplify how they manage their business, their enterprise and their operations.

As a key component of a health plan’s operations, core administration systems must address these demands—and do so as cost effectively as possible. By monitoring industry trends, collaborating with clients and incorporating technology advances, Cognizant continues to evolve the TriZetto QNXT solution to help our clients respond to market challenges. With each release of new product features, we focus on simplifying and improving the client and member experience.

Our product investments span four key areas:

- **Market Vision**—Anticipating industry trends and future client requirements to ensure functionality is ready when it’s needed.
- **Intelligent Operations**—Optimizing the effectiveness of client operations with automation, speed to market and accelerated outcomes.
- **Optimized Experience**—Empowering users with a rich, responsive and productive experience that makes information readily available to drive decision-making and outcomes.
- **Enabled Enterprise**—Facilitating interoperability to connect client enterprises and share information at the right time to support effective action.

Supporting your digital initiatives with the TriZetto QNXT solution



Market Vision

- Value-Based Relationships
- Regulatory, Security and ITS
- Provider Management and Risk Sharing
- Risk Adjustment and Quality



Intelligent Operations

- Speed to Market
- Release Update Simplification
- Increase Automation and Augmentation
- Operational Insights



Optimized Experience

- Optimized User Experience
- Business Dashboards
- Business Intelligence Visualization
- Personalized Workspaces



Enabled Enterprise

- Decision Time Insights
- Real-Time Open Access
- Cloud Enablement
- Real-Time Product Integration

We continue to expand upon Cognizant’s significant investment in each of these areas to ensure that our QNXT solutions deliver ever-increasing value to our clients. The sections that follow detail what’s available now and share a glimpse of what’s to come in future releases.

Market vision

Health plans are seeking core administration solutions that can adapt easily to new market trends, such as evolving payment models, multifaceted provider contracting arrangements and an ever-expanding need for personalized health information at the member level. Adding to further administrative complexities are growing regulatory, interoperability and security challenges. How do you succeed in this dynamic environment? With innovative digital technology unhampered by traditional system limitations.

Available today

The TriZetto QNXT enables clients to:

- Simplify provider management and risk sharing, including provider arrangements such as capitation, tiered networks, delegation, Division of Financial Responsibility and shared savings.
- Enable value-based relationships, risk adjustment and quality improvement with real-time integration to solutions for payment bundling, NCQA's HEDIS®* reporting and risk adjustment.
- Comply with changing regulations and security standards as our experts anticipate changes and add required updates via quarterly releases.

Looking to the future

Innovative functionality available soon to help you:

- Expand value-based payment capabilities with features to support new provider incentive programs.
- Increase interoperability to meet new CMS regulatory requirements while maintaining system security.
- Continue expansion of provider management, risk sharing and quality initiatives with data streaming models that provide real-time insight into quality metrics.

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

Case Study: Enabling critical efficiencies in alternative payment contracting

This QNXT health plan client integrated the TriZetto® NetworX Pricer® solution to support significantly increased claim volume and enable more efficient administration of alternative payment methodology contracts—achieving the following results in just three months:

- Decreased manually priced claims by 59%.
- Increased auto-adjudication from 75% to 83%.
- Reduced end-to-end contract setup time by over 50%.

Intelligent operations

From reducing costs to streamlining processes, health plans are facing ever-increasing demands to improve efficiencies. Core administration systems must continuously evolve new and enhanced methodologies that further expand automation levels and drive productivity gains in support of profitability objectives..

Available today

TriZetto QNXT enables clients to:

- Increase automation across the system with rules-based configuration that frees highly skilled staff to focus only on those processes that demand their expert intervention.

Accelerate speed to market by quickly spinning up new products, benefits and lines of business with advanced benefit management and benefit presentment functionality.

Automate adjudication and reduce manual intervention required for the administration of complex pricing methodologies (SNF, APR-DRG, MIPS, etc.).

Looking to the future

Innovative TriZetto myQNXT functionality available soon to help you:

- Improve individual efficiency and effectiveness via personalized myQNXT workspaces tailored to specific users within your organization (member services representative, provider representative, clinician, claims examiner, etc.).

Enable faster speed to market for new product and service offerings with myQNXT Build—streamlining design, plan configuration and reference data setup.

Drive process improvement with the myQNXT Operational Experience—simplifying across the board operations management and delivery to boost productivity.

Case Studies: Streamlining operations with workflow automation

The TriZetto QNXT Claims Workflow solution has helped numerous health plans replace inefficient processes to improve productivity. One client significantly reduced costly penalties, while another experienced enhanced customer service and provider referrals in support of its market expansion initiatives. Here are some of the results these clients achieved:

- Increased claim processing productivity by 22%.
- Reduced penalty payments by 66% in one year.
- Increased monthly enrollments by 30% in support of market expansion.
- Achieved 95% claim processing accuracy.

Optimized experience

Health plans need a simplified and adaptive user interface that delivers administrative flexibility to create a responsive, productive user experience. Empowering users to do their jobs requires contextual visualizations of data that provide insights into members, providers, clinical experiences, claims and operations. The ability to consolidate and/or comingle data from any application is key to delivering this level of usability and optimization.

Available today

TriZetto QNXT enables clients to:

- Deliver care management functionality and decision support access to appropriate team members for improved outcomes via application integration that creates a single care experience encompassing disease management, utilization management and population health management.

Reduce upgrade time and increase system availability with DevOps automation that enables upgrades without uninstalling and reinstalling, and delivers automated validations to ensure installation success.

Provide key data insights to claims examiners and supervisors through user-friendly Workflow dashboards.

Looking to the future

Innovative myQNXT functionality available soon to help you:

- Optimize user performance with the creation of personalized digital workspaces that surface content from multiple systems to deliver a tailored, holistic experience.

Streamline management and supervisory initiatives by surfacing dashboards, metrics, analytics and enterprise insights using myQNXT Business Intelligence.

Increase automation and enable enhanced operations with myQNXT rule-driven action and notification functionality that informs users of content needed for job performance and provides the basis for enhanced automation.

Case Study: Optimized care management enhances cost savings, delivers rapid ROI

An integrated QNXT/CareAdvance Enterprise® solution enabled this physician-owned health plan to successfully create and implement its first care management program and deliver a new, revenue-generating business model with streamlined operations. Results included:

- \$1.2 million in plan savings generated through improved outcomes in first six months of operation.
- 100% of all annual fixed program costs recouped within three months.
- High member and provider satisfaction.

Enabled enterprise

Health plans must share core data with the right stakeholders and members at the right time. Further, core administration systems must be ready to support a cloud strategy, as evidenced by Gartner's estimate that 25% of health plan CIOs will transition to the cloud by 2025.¹

Available today

The TriZetto QNXT platform enables clients to:

- Extend the TriZetto QNXT solution through third-party integrations using a library of real-time APIs that expose data and business logic.

Share data across our suite of Cognizant TriZetto Healthcare Products, using either APIs or data publishing to orchestrate the enterprise, reduce redundant data and decrease time disparities across the system.

Access cloud-based support to drive enhanced performance, either on Cognizant's private or public clouds.

Looking to the future

Innovative myQNXT functionality available soon to help you:

- Access new cloud optimizing functionality that leverages the wide array of cloud tools to support shared resources, auto-scaling, hybrid environments and API management.

Enable greater end user efficiency, regardless of the data source with myQNXT Open Access.

Support increased interoperability through the delivery of a continuously expanding services layer (Micro-Service and Business Process Open API).

Implement streaming pub/sub models to send and receive messages between independent applications.

Case Study: Implementing a standardized data structure

Utilizing the QNXT™ eXtended Integration™ (QXI) application allowed this California-based health plan to simplify its upgrade process to gain efficiencies and reduce costs—achieving the following outcomes:

- Positioned to save up to 60% on future upgrade costs.
- Quadrupled processing speed with real-time transactions that capture available, member-specific data for immediate dissemination to appropriate QNXT fields and file sets.
- Reduced eligibility transactions by 50% by identifying, capturing and disseminating data on only those members whose status and/or information has changed.

Conclusion

To serve a health insurance market driven by evolution and change, health plans require core administration systems that enable digital transformation to accommodate today's needs and tomorrow's demands.

We are committed to supporting our clients by continually advancing the TriZetto QNXT solution through major technology releases and individual enhancements. The product investments outlined in this document highlight the direction that we are taking to lower the total cost of ownership and drive digital transformation. These investments are designed to help our clients simplify their response to the industry's complex challenges and deliver increasing value to members while improving the bottom line.

Maximize your technology investment

TriZetto HealthCheck is an assessment that identifies opportunities to leverage the productivity and cost-reduction capabilities delivered in the most recent TriZetto QNXT solution releases. Contact your Client Service Executive today to learn more.

About Cognizant

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.



World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060