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TriZetto® QNXT™ Claims Workflow

Streamline business processes with increased accuracy and efficiency

Pended claims can generate an ongoing struggle of growing backlogs, dissatisfied providers and potential regulatory noncompliance. To avoid these issues, many payers rely on inefficient and costly manual processes.

QNXT™ Claims Workflow streamlines claims adjudication management, automates manual processes and reduces costs while improving speed, accuracy and efficiency.

QNXT Claims Workflow is designed to help you manage your claim inventory more efficiently—reducing costs and increasing productivity. The application is deeply integrated with your QNXT Enterprise™ core administration system to help prioritize, triage and reduce pended and exception claims and improve processing performance.

QNXT Claims Workflow is part of the Cognizant line of TriZetto® Healthcare Products — a portfolio of software products that helps healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience.

The application automatically manages and routes claims in real time to user work queues based on configured routing rules. Prioritized and routed claims are resolved and reintroduced into the QNXT adjudication process. QNXT users then quickly and efficiently move on to the next work item in their workflow queue.

Automatic identification, prioritization and routing

Work items can be automatically routed based on specific data elements, user skills, lines of business and numerous other variables. The work queues to which items are sent can be prioritized based on prompt-pay-discount rules, provider requirements, group and product requirements, issue complexity, user role and level of experience, as well as other criteria.

Real-time delivery of work items

A real-time online dashboard provides snapshots of workflow status that show projected workloads by user or role. If a user or role has too much—or not enough—work in their queue, the manager can reassign work items and view an updated snapshot. Integration with the core QNXT application allows work items to be automatically balanced/redistributed when volumes exceed a predefined threshold.

More efficient supervision processes and improved staff productivity

As business needs change, supervisory users can quickly and easily change or add rules. Managers can override normal business rules to balance workloads or respond to special circumstances and streamline routing of high priority claims for timely processing. Because QNXT Workflow is easily configured, changes can be applied without extensive staff training or IT staff involvement.

Reach your objectives faster

In addition to the TriZetto QNXT Claims Workflow solution, we offer an extensive line of solutions and services that harnesses the power of digital to optimize your business. Achieve new levels of performance and efficiency with Digital Business, Digital Operations, and Digital Systems and Technology capabilities from Cognizant.

QNXT™ Claims Workflow capabilities and features:

- User configurable work queues
- AI-based robotic automation
- Real-time integration with QNXT appeals and grievance workflow
- Resolution of business requirements without manual intervention
- Real-time views of employee work queues
- Natural language configuration of enduser desk-level procedures
- Prioritization of work items to meet timely resolution requirements
- Minimization of additional fees and penalties

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, call 1-800-569-1222 or visit www.cognizant.com/trizetto.

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