



## Data Sheet

# TriZetto<sup>®</sup> QNXT<sup>™</sup> Utilization Management Workflow

Automatically manage and route utilization management (UM) cases in real time to user work queues.

UM is an important part of payer operations where timely access to patient information is required to ensure that appropriate clinical decisions are made. This may affect a plan's ability to meet required turnaround timeframes and deliver quality care to its members.

Introducing the QNXT Utilization Management Workflow software into your existing TriZetto<sup>®</sup> QNXT<sup>™</sup> environment may help you reduce costs, improve efficiency and increase end-user productivity. With its intuitive configuration interface, QNXT Utilization Management Workflow is designed specifically to help manage your UM inventory more efficiently.

The UM workflow capabilities will help prioritize, triage and reduce lagging pending UM or referral requests, resulting in improved administrative efficiency and performance.

### TriZetto<sup>®</sup> QNXT<sup>™</sup> Utilization Management Workflow solution helps health plans:

- Streamline UM by configuring queues based on roles/users, priority and urgency
- Automate UM business requirements, decreasing manual intervention
- Manage resources with real-time views of employee productivity and work queues
- AI-based robotic automation
- Real-time integration with QNXT appeals and grievance workflow
- Configure end-user desk-level procedures with natural language
- Prioritize UM cases to meet turnaround time requirements
- Automate line-level status dispositions (approve and deny) and the generation of correspondence, based on configured rules

QNXT Utilization Management Workflow software is part of the Cognizant line of TriZetto® Healthcare Products—a portfolio of software products that help healthcare organizations enhance revenue growth, drive administrative efficiency, and improve cost, quality of care and the member and patient experience. As part of QNXT's workflow engine, QNXT Utilization Management Workflow software features a lightweight installation that supports an easily scalable implementation of multiple workflow solutions as well as multiple QNXT environments.

QNXT Utilization Management Workflow software automatically manages and routes UM cases in real time to user work queues based on configured routing rules. QNXT platform users retrieve cases from a workflow queue based on priority and urgency of the case. This also solves a common industry problem where a disproportionate amount of UM cases require expensive manual intervention. In addition, it supports automated disposition of a UM case based on configurable rules.

QNXT Utilization Management Workflow software instructs the QNXT platform to apply a line-level action of “Approved” or “Deny” that eliminates the need for any manual intervention. The same functionality can configure automated letter generation through TriZetto Correspondence System and UM template selection, where cases come in from an external system or portal via a 278 transaction or web service request.

Designed to help plans manage the inventory and priority of UM cases to be worked, QNXT Utilization Management Workflow capabilities include:

- Automatic identification, prioritization and routing of UM documents to end users
- Real-time delivery of work items via seamless integration with QNXT
- More efficient performance of supervisory tasks and improved staff productivity via productivity tracking



#### Lines of business supported

- Commercial
- Medicare
- Medicaid
- Duals
- LTSS
- Consumer-directed health
- Specialty

## Automatic identification, prioritization and routing of UM cases

UM cases can be automatically routed based on specific data elements, users' skills, the organization's lines of business and many other variables. The work queues to which items are sent can be set up and prioritized based on a plan's medical policy; requirements for line of business, group, provider and product; complexity of the issue; users' roles and level of experience within the organization; and other criteria. By removing subjective decision-making from end users on what is the next most important UM case, the module prioritizes work for the end user leading to increased user efficiency; resources can then be allocated to more complex cases and to increase the focus on patient care.

## Real-time delivery of work items via integration with QNXT

A real-time online dashboard provides snapshots of workflow status, showing 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 a real-time snapshot of current inventory. The application is integrated in line with the QNXT platform, allowing the smooth delivery of work items to automatically balance/redistribute work when volume exceeds a predefined threshold.

## More efficient performance of supervisory tasks and improved staff productivity

As business needs change, supervisory users can quickly and easily adjust or add rules. Managers can override normal business rules to balance workloads, respond to special circumstances and streamline routing of high-priority UM cases for timely processing. Because QNXT Utilization Management Workflow software is easily configured, changes can be made without extensive staff training or IT staff involvement. In addition, insightful supervisor and user dashboards improve productivity and provide a holistic view of UM cases.

## Reach your objectives faster

In addition to QNXT Utilization Management Workflow software, we offer an extensive line of solutions and services that harness 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.

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](http://www.cognizant.com).



### Industries served:

- Medical
- Dental
- Behavioral health
- Vision
- Telemedicine
- Pharmacy (non-formulary)
- Medicare supplement
- Patient-centered medical homes



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