



## Data Sheet

# TriZetto<sup>®</sup> Facets<sup>®</sup> Workflow

Help your organization streamline critical business processes.

Efficiency and cost-effectiveness are imperative for today's healthcare payer organizations. Payers are looking to eliminate costly manual processes in critical areas such as claims administration, customer service, and appeals and grievance.

To help your organization increase the productivity and cost-effectiveness of these and other processes, the Facets Workflow application automates manual tasks and streamlines the delivery of work to users, improving critical business processes while reducing manual labor, errors and administrative costs.

### Intelligent routing and prioritization

Automatically route work items based on specific data elements, users' skills, the organization's lines of business and many other variables with Facets Workflow. The work queues

to which items are sent can be set up and prioritized based on prompt-pay discount rules, provider requirements, group and product requirements, issue complexity, users' roles and level of experience within the organization, and other criteria. As business needs change, users can quickly and easily modify or add rules. Because Facets Workflow uses natural language, changes can be made without extensive staff training or IT staff involvement.

Managers can override normal business rules to balance workloads or respond to special circumstances. 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 the queue, the manager can reassign work items and then view an updated snapshot. The application can also automatically balance/redistribute work when volume exceeds a predefined threshold.



Facets Workflow captures comments and information about the status and routing of claims, as well as customer service and appeals and grievance items. This enables your organization to analyze business processes and make continued improvements.

### Enhanced workflow maximizes return on investment

With the extensive automation available in Facets Workflow, your organization can significantly improve auto-adjudication rates and lower administrative costs. Reducing manual tasks and processes can result in fewer errors and faster turnaround time, increasing the productivity and efficiency of your staff.

Facets Workflow utilizes a multitier architecture. This provides increased availability and high performance at lower cost while ensuring the application scales to meet demands as your organization grows.

### Facets Workflow delivers:

- **Automation of business processes.** Facets Workflow prioritizes and routes claims, customer service and appeals and grievance administration tasks based on business rules determined by your staff. Configurable itineraries for claims and customer service can automatically manage follow-up work along predefined action paths.
- **Integration.** Facets Workflow integrates with core applications within the Facets system, providing seamless delivery of work items to those users who can work on them. When used in conjunction with the artificial intelligence/machine learning (AI/ML) Claim Intervention Framework in Facets Insights, Workflow reprocesses claims under different business rules as determined by your requirements.
- **Productivity.** By automating tasks and processes, Facets Workflow streamlines work so supervisors can focus on more complex functions.
- **Ease of use.** Facets Workflow uses natural language, which enables employees who don't have extensive IT training to add or modify rules for business processes.
- **Workflow management.** Manage work online with a real-time productivity dashboard and varied views of inventory. Supervisors can monitor employee performance and balance workloads, depending on business need.
- **Return on investment.** With increased automation and speed, your organization can improve auto-adjudication rates, capture more prompt-pay discounts and reduce administrative costs. Facets Workflow also delivers intelligent routing and prioritization.

### Reach your objectives faster

In addition to Facets Workflow, 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.

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 us at [www.cognizant.com/trizetto](http://www.cognizant.com/trizetto).



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