



TriZetto® QNXT™ Core Administration System

Power and scalability designed for growth and great experiences

Modern health plans require open, platform-based core systems that power new experiences for users and members which are delivered by TriZetto® QNXT™. We built the QNXT platform for scalability and power based on the latest proven technologies, such as modular, cloud-optimized microservices and event-driven architecture. We've equipped it with next-generation capabilities, such as automation and intelligence, driven by human-centered design principles. The result is a platform that delivers lower total cost of ownership alongside the ability to scale and adapt as the healthcare industry, its workforce and consumers change.



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Continually evolving platform for modern health plans

Scalable engine

Virtualized web interface
leading scalable engine
extensible core functions real-time portal integration

Continuous intelligence

Modern browser and user personalization container deployment through CI/CD Cloud optimized (PaaS)
Event driven microservices
continuous learning and analytics

Initial launch of QNXT

Thick client, eligibility, capitation, EDI, role-based security

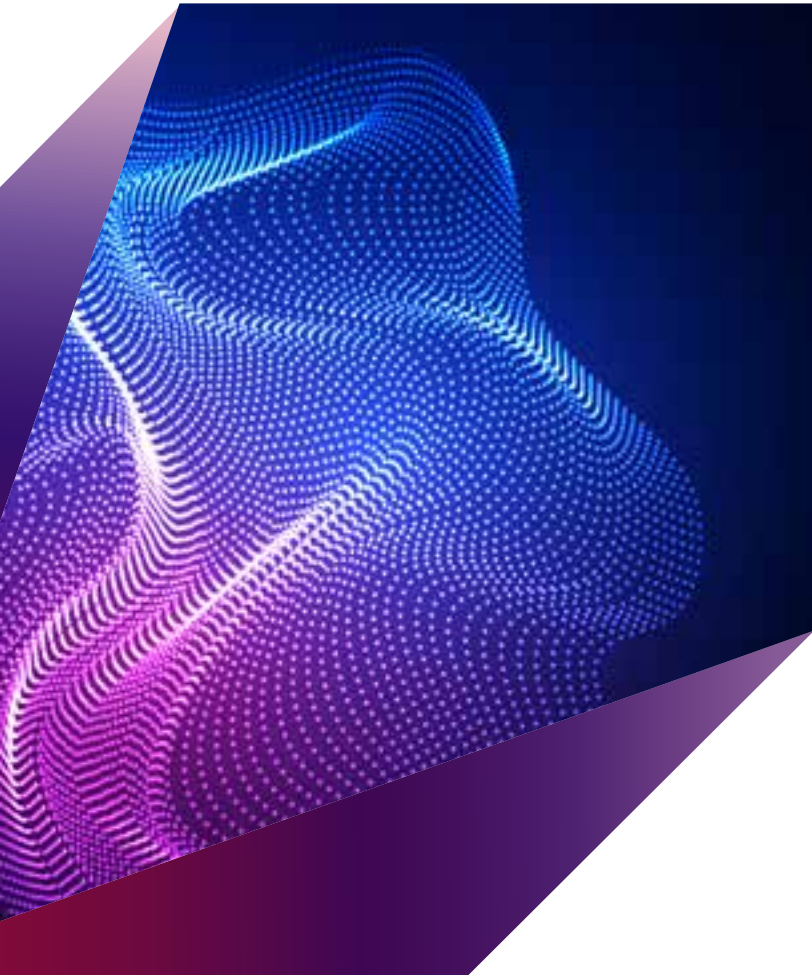
Cloud adoption

Cloud support (IaaS) workflow automation Open access API
QNXT health monitoring



QNXT Technology maturity

Technologies and development approaches



From its inception as a powerhouse in government program processing, we have always ensured the QNXT software leads in proven technologies, thoughtfully and carefully advancing and adapting the platform to anticipate industry developments. Today, our QNXT platform clients benefit from technologies and development approaches that include:

Human-centered design

QNXT software delivers superior performance to users because we designed it with their needs and challenges in sharp focus. Enabling users to customize their QNXT workspaces improves satisfaction and increases productivity.

Cloud

We adopted cloud before it had a robust technology stack and created our own cloud tools and solutions for the QNXT platform. That has given us a deep understanding of how to take advantage of cloud scalability and flexibility as we architect the QNXT platform in and for the cloud.

Modular deployments

Container technology and microservices-based architecture keeps QNXT software lightweight and portable. Containerization is optimal for cloud, supporting superior user experiences, open platforms, accelerated development and optimized costs through efficient use of compute resources. The microservices model allows QNXT to scale elastically.

AI and machine learning

We are infusing AI and ML into the QNXT platform to help clients reduce manual processes, discover new insights for process optimization and automation, reduce and prevent downtime and deliver better user experiences.

Modern, scalable architecture

With its modern, scalable architecture, the QNXT platform supports our clients however they grow, from adding hundreds of thousands of members via acquisition to entering new and specialty lines of business. QNXT clients can grow their business with confidence, through any means suitable, such as adding innovative product offerings or via large-scale membership acquisition.

Human-centered design

- Modern browser
- Tailored workspace
- Optimized for job role

Enabling technologies

- Elastic scalability
- Open access integrations
- Application insights

Intelligent operations

- Cognitive intake automation
- Modular benefit designer
- Integrated workflow management

Architected to continually deliver modern digital capabilities

Technology

| | |
|-----------------|-------------------------|
| Angular | Containers |
| .Net Core | Telemetry |
| REST API | SQL Server Cognitive |
| Event Streaming | Services Single Sign-On |

Open source

| | |
|-----------------|------------|
| Angular | Kubernetes |
| GraphQL | Kafka |
| ChartJS | Redis |
| Identity Server | Open API |
| Docker | |

Partners

Optum Change Health
Melissa
Micro-Dyn
Microsoft

QNXT's architecture supports high-demand production environments with accuracy, scalability and intelligence. Adopting an elastic approach to using virtualized resources will enable QNXT to scale on demand.

Containerizing QNXT and specific QNXT functions enables great control over resource usage as well as options for implementing on-premises or on cloud. Transforming to a fully microservices-based modular application makes QNXT nimble, while its open architecture supports fluid data flows and modern health plan business processes.

The QNXT platform

Our open platform, built in and for the cloud, delivers core business processes and enables health plans to build an ecosystem of data and applications with its deep library of application programming interfaces (APIs) and powerful data orchestration capabilities.

We develop, test and deploy QNXT on virtual hardware for greater flexibility and control of computing resources. Through our certified platinum partnership with Microsoft, the QNXT suite of products has been installed and validated on Azure.

Key components of the QNXT platform include:

Containerized runtime

Using containers for runtime services allows us to extract an application from the infrastructure on which it runs. That enables us to support a variety of operating systems and optimizes system portability among cloud vendors. Containers also make it easy for clients to deploy different instances of QNXT for testing, pilot programs and segregating customer data.

Continuous integration

The online QNXT delivery pipelines will enable clients to easily manage upgrades and feature consumption. Clients will be able to consume changes as they become available incrementally or integrate the QNXT pipeline with their own pipeline to apply their own customizations to automate deployments.

Open access

QNXT is open, modular and extensible to provide options for integrations that help clients manage and use their data more easily to solve business challenges. The constantly growing QNXT Open Access library exposes a variety of core functions that can be used for automation or integration.

Event-driven framework

This framework enables our clients to process data in real-time to respond to relevant business events and to make data available simultaneously to internet of things (IoT) data streams. For example, ID cards and welcome packets creation may be triggered as soon as member data is updated instead of relying on scheduled batch processing.

Notification hub

Powered by our event-driven framework, the hub manages and publishes both visual and system notifications to improve user experience and process efficiency. User notifications allow users to perform timely actions with much less reliance on static reports.

Data publishing

QNXT data publishing is event-driven, using a leading data streaming platform. The system publishes data it generates in real time and makes it available throughout the client application ecosystem.

Control center

This system administrator workspace provides a single point of access to define and manage system configurations, health of the system, performance analytics and dashboards of the QNXT platform. QNXT continuously monitors its own performance, using analytics and predictive algorithms to send proactive maintenance alerts.

Continuous intelligence

QNXT is constantly tracking and learning from its system functions and use to automatically provide AI-based capabilities. System telemetry, usage statistics, data streaming and CI/CD pipelines all feed the AI system, which can then generate automated models and resolutions.

Single sign-on

We have improved ease of use and security by eliminating multiple passwords and adopted strong authentication.

Filling the continuous integration/ continuous delivery pipeline

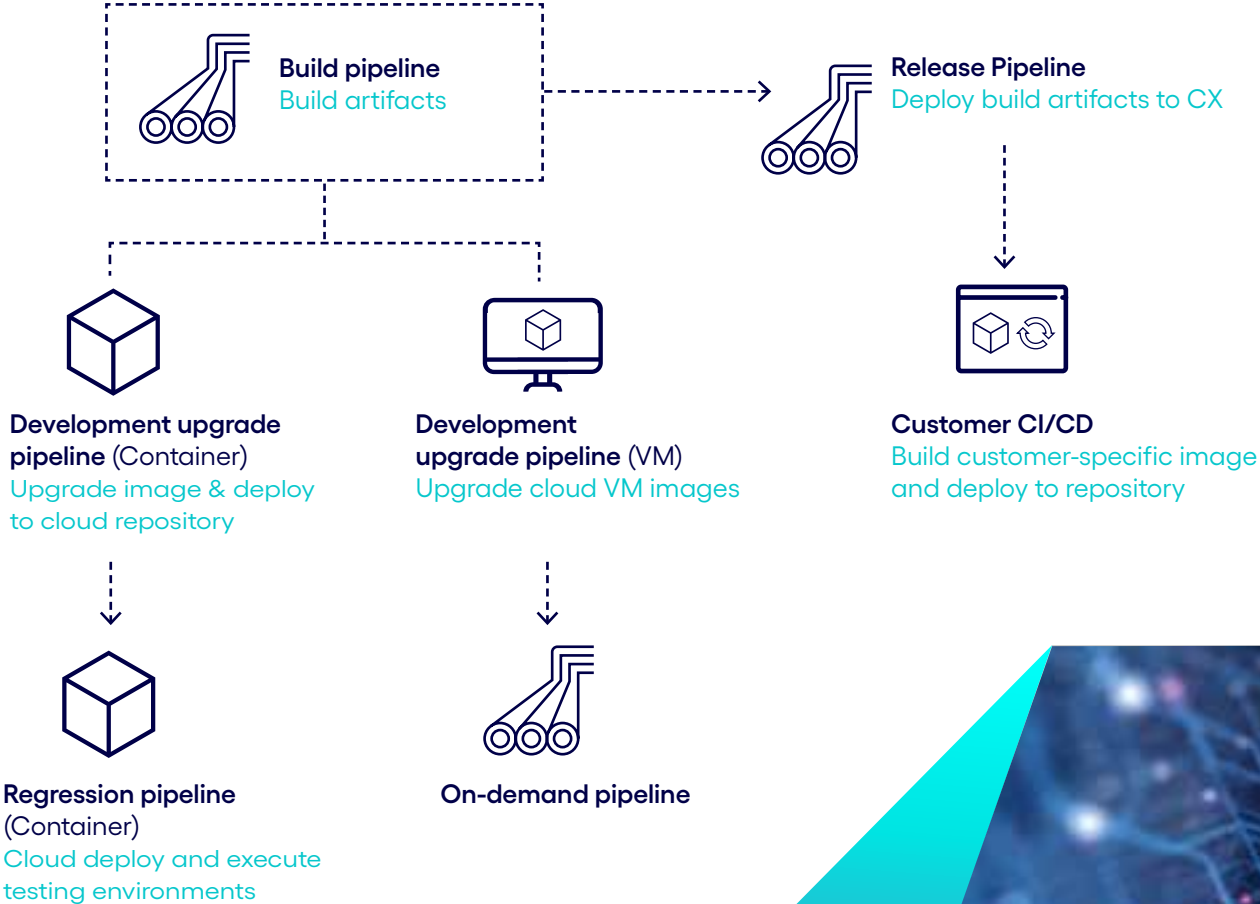
Our use of containers helps accelerate development of new QNXT features and applications that stay ahead of the healthcare industry's always-changing compliance and business requirements.

Regular release cadence

Our quarterly development cadence helps ensure timely delivery of new functionality and compliance-based enhancements. Low friction upgrades in addition to passive adoption strategies ease client adoption of new functionality. Clients define the adoption cadence that best suits their business needs.

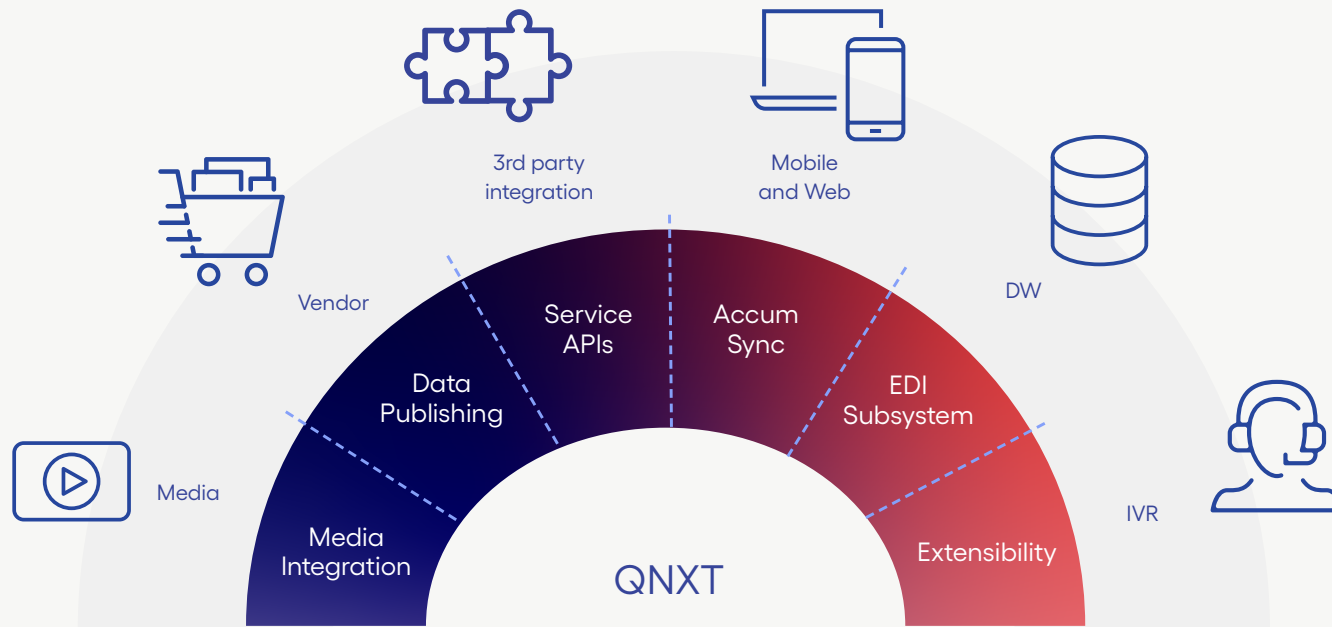
Low friction delivery models

Clients consume deliverables that flow seamlessly from the QNXT release pipeline into their own CI/CD pipelines. This approach enables easy dissemination of new features into their environments.



Open to support modern integrated workflows

With a robust web API library supporting REST, GraphQL and data streaming, QNXT is open, flexible, modular and extensible to provide options for integrations that solve business challenges



Extensible

Clients may extend or replace QNXT logic as they choose to support their unique business requirements. For example, this capability enables clients to bring content from other applications and data sources to custom tiles on user desktops to create more natural and intuitive workflows.

Powers solutions with real-time data.

QNXT's open data flows enable our clients to make real-time plan data available to providers and members. Real-time data orchestrated from multiple systems also enables touchless, automated processing and enhanced functionality in a wide variety of third-party systems and applications, from credentialing to contact centers.

Capture IoT data

The platform supports internet of things message streams through data streams that can be readily consumed by other applications in the enterprise ecosystem.



Intelligent automation

Our workflow engine streamlines data and workflows among client systems and enhances productivity management. Clients may automate work item management and team productivity through transparent work assignments. Seamlessly built into the QNXT platform functions, the workflow engine routes work items based on user-configurable rules, with appropriate priorities, and applies automated actions. Workflow can route items to both human and TriZetto robotic process automation (RPA) solution queues for resolution. The solution also delivers real-time monitoring, visibility and performance insights for management that can help predict loads for proactive planning or discover root causes for permanent resolution.

Efficiency

- **Work assignment**
One work item at a time presented in highest priority
- **Timelines**
Target dates for each work item can be set to meet compliance and regulatory timelines
- **Configuration**
Natural language rules route multiple work-based data sets

Actions

- **First-pass rate**
Applies automated actions based on configuration to eliminate the need for manual review
- **Auditing**
Automatically route task items for internal and compliance review
- **Routing**
Automatically routes to user queues based on configuration to maintain history and traceability of all actions

Monitoring

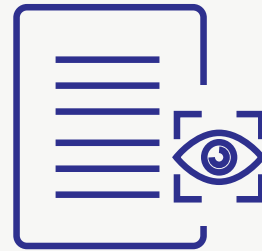
- **Dashboard**
Work management and reassignment via interactive tiles. Live dashboard with intelligence around inventory
- **User productivity**
Supervisor insight into user productivity. Correlate and visualize high workload queues and timelines
- **One-off changes**
Manage high priority work reassignment to a queue

Cognitive solutions

The Cognitive Intake Platform eliminates and/or automates manual steps in key processes such as preauthorization form intake. Leveraging an automation first approach, processes that can take two to three days now can be done in near real time with an AI agent to scan forms, analyze data and populate QNXT fields. The intake platform learns your forms over time, resulting in faster matching and efficient classification while eliminating keystrokes and manual hand-key errors. Cognitive intake can expand to apply to other intake processes, such as premium payments or claims intake.

Automate authorization intake using cognitive functions

Accurate QNXT UM Classification



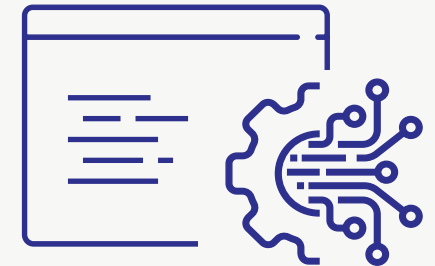
Scans authorization intake forms and maps to appropriate QNXT UM fields, categorizing each UM with its appropriate priority, template and turnaround time.

QNXT Authorization Recognition



Brings in one or multiple UM intake requests from faxes and forms, saves them for processing or queues them for manual review as needed.

Artificial Intelligence



Learns your forms over time, resulting in faster matching and efficient classification, eliminating keystrokes and manual hand-key errors.

Human-centered design and productivity

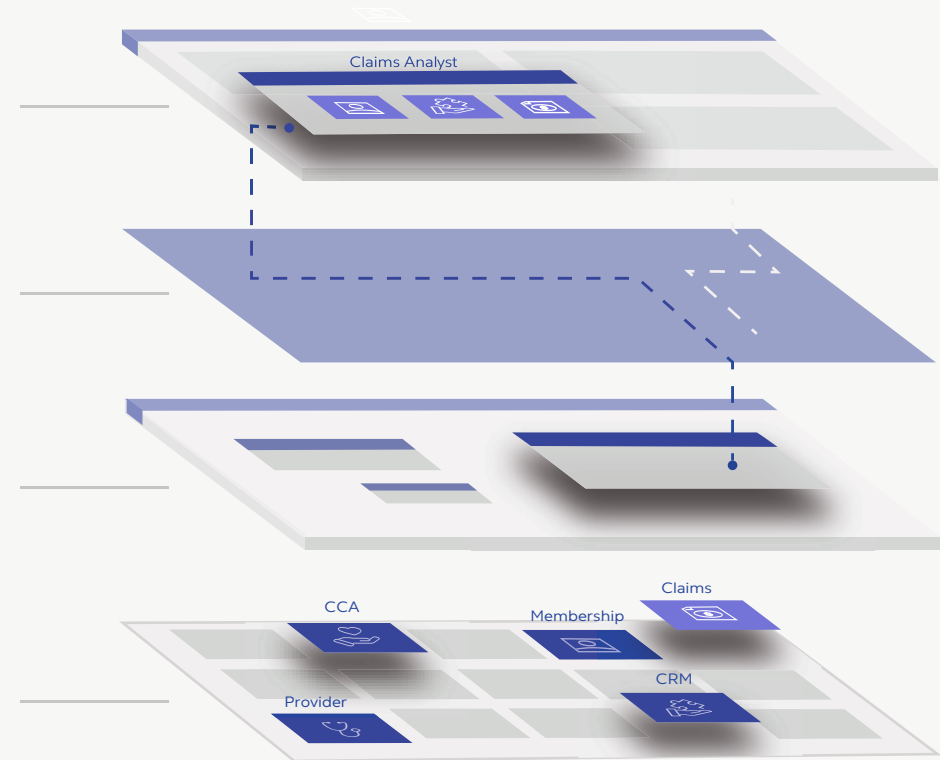
Give users an entirely new, streamlined and intuitive way to interact with the QNXT platform. myQNXT enables users to customize their workspaces with tiles from QNXT as well as third-party applications. The design increases information visibility by up to 50%, reducing the need for users to click among screens and applications. myQNXT also reflects the clear language built into QNXT, where members and providers are simply “members” and “providers.” Users may incorporate their stylistic preferences into myQNXT, which has been optimized for leading browsers and supports high-definition video and dark mode. Our single page applications enable us to seamlessly integrate different services, such as embedding the QNXT utilization management functionality in our CareAdvance application, so the entire care experience is at a user’s fingertips. Greater ease of use and user satisfaction improve productivity.

Workspaces

API and event Routing

Workflows

Data Sources & Third-Party Apps





Equipping our clients for success as healthcare evolves

QNXT's evolution and the entire TriZetto product portfolio is guided by people with a passion for healthcare. Our development teams include experts in the very latest technology, working alongside experienced professionals who have helped QNXT adapt as the industry evolves. We continually gather insights from our clients, especially through our very active QNXT user group community. These users provide detailed feedback through such programs as adoption leader, feature champion, evaluation features and beta testing. This information about QNXT user experiences helps us shape the platform's future. Deep healthcare expertise infused with enthusiasm and cutting-edge skills enable us to anticipate and address our clients' needs with specific QNXT features and capabilities.

For more information about how QNXT helps deliver lower total cost of ownership and the ability to scale and adapt as the healthcare industry, its workforce and consumers change, please visit us cognizant.com/trizetto/core-administration/qnxt

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