



Health Care

# TriZetto<sup>®</sup> ClaimsExchange<sup>®</sup>

## How does your organization handle re-pricing of leased PPO network claims?

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The ClaimsExchange service is the first electronic connectivity service designed specifically to link payers with preferred provider organizations (PPOs).

Do you manually send or receive paper claims and re-pricing sheets? Do you load and maintain numerous, ever-more-complex PPO contract parameters within your core claims system? Do you build and support custom EDI interfaces?

Now you can eliminate those costly, time-consuming, labor-intensive and error-prone methods with a service that lets you streamline the re-pricing process, save time and reduce costs. Best of all, this capability is pre-integrated with your core system and is ready to help you join a connected network of payers and PPOs.

## TriZetto ClaimsExchange: the electronic connectivity service that helps you significantly reduce the time and expense of re-pricing

The ClaimsExchange service seamlessly connects health plans, third-party administrators, self-insured employers and other healthcare payer organizations to a vast network of PPOs, for the purpose of routing claims and re-pricing data electronically. This service also supports real-time re-pricing with the exchange of fraud, waste and abuse data with a myriad of trading partners. If utilizing the TriZetto® NetworX Suite® of products, you will also enjoy a fully integrated solution with the same real-time re-pricing.

The ClaimsExchange service is 5010 and ICD-10 compatible and greatly reduces the barriers to seamless data flow between payers and PPOs. By linking your system to your PPOs, this services allows re-pricing to be performed accurately and effectively by the PPOs, based on provider databases and contract parameters that they maintain and update. Integrating the PPOs directly into your process flow allows you to focus on other elements of claims adjudication, and leave re-pricing to them.

Working smoothly with the industry-leading TriZetto® QicLink™, QNXT™, Facets® or the TriZetto NetworX Suite®, ClaimsExchange allows you to electronically

exchange data with multiple PPOs through a single point of connectivity. It automates and simplifies the re-pricing process, minimizing paperwork, manual intervention and human errors. The result is a dramatic increase in auto-adjudication rates as well as significantly reduced administrative costs—substantial savings that you can pass on to your bottom line.

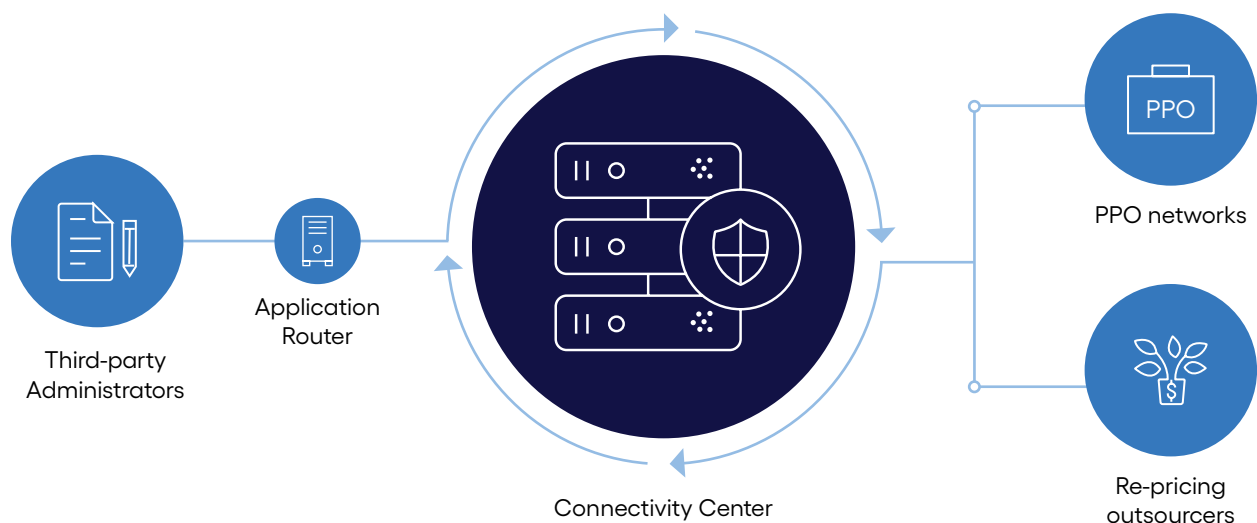
## Take your re-pricing strategy to the next level for out-of-network claims and fee negotiation

The ClaimsExchange service provides an automated solution for obtaining discounts on out-of-network claims via a post-adjudication electronic interface with fee negotiators. Claim selection takes place after a claim has been adjudicated in the core application. This allows a claim to be negotiated for a discount after benefit determination, and prior to payment—reducing adjustments due to ineligible claims.

### Benefits of the unique post-adjudication option:

- Negotiations are based on allowable charges
- Automated Out of Network - Fraud Waste and Abuse and Bill Review
- Only eligible claims are sent for negotiations
- Potential added savings on non-contracted claims
- Simple QicLink or Facets application set-up programs
- Reporting capabilities

## ClaimsExchange simplifies and streamlines re-pricing



Your TPA organization participates using the ClaimsExchange Application Router. This technology interfaces with your claims system, automatically verifies member eligibility and selects appropriate external PPOs based on information within your core system; eliminates duplicate claims and then automatically routes and returns re-priced claims, readying them for further adjudication processes.

Electronic transactions are routed through TriZetto's Connectivity Center. User authentication, multiple firewalls, intrusion detection and encryption secure your data. Redundant power sources, temperature-control systems and infrastructure, coupled with an on-site backup generator, off-site disaster recovery and extensive management tools, assure maximum availability of services.

PPO networks and re-pricing outsourcers participate in ClaimsExchange via the Internet. Provider matching and re-pricing are performed based on up-to-date provider databases and contract parameters, after which claims are routed back to you. Their re-pricing systems maximize accuracy and minimize turnaround times.

## Benefits to your organization

### **ClaimsExchange works seamlessly with the TriZetto® QicLink™, QNXT™, Facets® or NetworX Suite® enterprise software**

The core administrative software systems are ready to work seamlessly with the ClaimsExchange service, so the savings and efficiencies begin quickly.

### **Get return on investment with every claim**

With the ClaimsExchange service, you pay as you go on a low, per-transaction basis. The savings add up quickly because every time you use the service, the efficiencies of automated, electronic transactions save you money.

### **Streamline and accelerate the re-pricing process**

The TriZetto ClaimsExchange solution delivers significant efficiencies and savings by allowing you to seamlessly exchange data with PPOs who are ClaimsExchange application participants. You will dramatically reduce the amount of manual and paper-based interactions with PPOs, and significantly increase the percentages of claims processed automatically, without human intervention.

## Take advantage of the power of the ClaimsExchange service

Through secure electronic links among a large and growing number of participants, ClaimsExchange facilitates an interconnected community dedicated to simplifying network claims repricing.

## No need to worry about HIPAA compliance

ClaimsExchange addresses HIPAA requirements by controlling data and utilizing appropriate format specifications.



The ClaimsExchange application automatically selects the appropriate PPOs for routing based on eligibility and plan information that already exists within your claim system or based on network hierarchy configured within ClaimsExchange. Claims are routed electronically via a single point of connectivity, re-priced by PPOs or re-pricing outsourcers and automatically updated back into your system.

When you're working with a PPO in the ClaimsExchange application network, you can put an end to numerous inefficiencies. It eliminates dual data entry, which increases accuracy. It eliminates fee schedule loads because PPOs or outsourcers do the re-pricing. It eliminates duplicated re-priced claims. And it eliminates non-integrated terminal or browser based re-pricing delays. Plus, the ClaimsExchange application provides extensive real-time claim tracking and reporting capabilities.

## Get started now

More than 12 million claims are routed yearly through the ClaimsExchange solution. It is a proven-effective tool that can help your organization reduce the costs, errors and inefficiencies associated with claims re-pricing. If you utilize the **QicLink™**, **GNXT™** and **Facets®** core administrative systems or **NetworX Suite®**, this service further extends the value of your investment. Most importantly, you can take advantage of the ClaimsExchange service quickly and enjoy the efficiencies of the streamlined re-pricing.

## Why Cognizant?

You need a partner with deep understanding of the application landscape and how it has evolved over the years. One who is at the leading edge of automated deployment models with the experience of people-led change. One with the wisdom to understand how you got to where you are today, and the vision to take you into the future.

Cognizant has the broadest knowledge and experience with applications across a wide range of technologies, platforms, and languages and has been helping IT and business leaders drive results at speed and scale for over 25 years. We have been recognized as a leader in Application Transformation, Application Modernization, Next-gen ADM and Automation by reputed research and advisory firms. Our vibrant partner ecosystem with leading technology vendors helps drive innovation. Wherever you are in your application modernization journey, and whatever your end goals are, Cognizant can help.

To learn more, contact [modernization@cognizant.com](mailto:modernization@cognizant.com)



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](http://www.cognizant.com) or [@cognizant](https://twitter.com/cognizant).

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