



Data Sheet

TriZetto[®] QicLink[™] ClaimWorkflow

Data routing and workflow management tool

In today's market, few organizations can afford the labor-intensive processes associated with manually routing claims, balancing employee workloads and ensuring timely processing for high-priority items—not to mention the costly errors and delays they create.

Increasing automation and efficiency

To achieve high levels of auto-adjudication without sacrificing payment accuracy, claim routing rules must be finely tuned and workflows streamlined. Integrated within the QicLink claims processing engine, the TriZetto[®] QicLink[™] ClaimWorkflow solution is designed to improve your business processes via functionality that includes:

- **Multisource data acceptance:** You can accept claims/encounter data from numerous sources, including clearinghouses and direct provider submissions, using the following formats:
 - HIPAA-compliant 5010 837 formats for institutional, professional and dental claims.
 - QicLink proprietary claim file format.
- **Automated routing:** Your operations management team can route claims and encounters to appropriate work queues, individuals or teams based on the rules you establish.
- **Adjudication methodology selection:** You can adjudicate claims based on the rules you build:
 - Automated batch adjudication follows user-defined, plan-specific parameters that also allow tracking to monitor receipt and progress.
 - Individual review and approval of claims that do not meet criteria as specified in ClaimWorkflow.

QicLink ClaimWorkflow streamlines claims adjudication—eliminating bottlenecks, automating manual processes and reducing costs while improving speed, accuracy and efficiency.

How it works

When used in tandem with the Automatic Benefit Determination functionality of QicLink plan configuration, payment codes are assigned according to your preset definitions.

ClaimWorkflow allows you to establish criteria to identify the exception claims that are not eligible for automatic adjudication. The work queues to which claims are sent can be as a result of group or lines of business requirements, claim scenarios and/or users' roles or skill set. A list of claims and line items not passing the automated editing process, along with the cause, is available. Moreover, in combination with the QicLink Claim Trace functionality, you can track the receipt and progress of claims as they are worked.

Individual examiners or teams can review and process the claims for their assigned work queues. A semi-automatic adjudication option is also available, which enables second-pass automation and improved claims processing productivity.

Why ClaimWorkflow is so effective

- **Business process automation:** The combination of EDI, claim batch entry and workflow integration increases automation levels.
- **Integration:** Deep integration with the QicLink claims adjudication system enables a seamless process, with real-time delivery of work items and tracking of claims and encounters as they pass through the system.
- **Productivity improvements:** The automation of tasks and processes significantly reduce supervisor and staff intervention. This allows your claim team to focus their attention on more complex functions.
- **Reduced errors:** Passing data, not paper along to processors, significantly reduces lost claims and other mistakes associated with manual, paper-based processes.

Reach your objectives faster

In addition to the TriZetto QicLink ClaimWorkflow 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®.

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 www.cognizant.com/trizetto.



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