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eBook

TriZetto® QicLink™
Core Administration

A trusted solution for the ever-changing healthcare industry

The healthcare industry offers third party administrators (TPAs) increasing business opportunities as well as challenges in meeting customer expectations, complying with new regulations and controlling costs. With the TriZetto QicLink Core Administration platform, it is possible to grow while optimizing service, operations and costs. We designed QicLink expressly for TPAs and benefit administrators. It has the full breadth of capabilities you require to serve your clients and meet your business objectives at a lower cost of ownership. That is one reason the QicLink platform serves more than 7 million lives.

QicLink is an end-to-end claims processing and administration solution. Its advanced functions, automated processes and integrated workflows equip you to manage diverse lines of business while achieving optimal efficiency. The platform delivers an affordable solution with the features typically used by large national health plans.

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Achieve higher business performance and outcomes with QicLink

With the QicLink platform, you can focus on business growth and delivering positive customer experiences. Our end-to-end turnkey solution enables your organization to:

Accelerate speed to market, enhance revenue growth and reduce costs by administering multiple lines of business on a single platform.
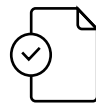
Gain efficiency with highly configurable and flexible benefit designs that support the rapid introduction of new lines of business such as dental.

Grow and compete effectively by accessing our integrated partnerships with a national PPO and dental networks, as well as telemedicine, data analytics, clinical editing, electronic payment/remit and out-of-network contracting solutions.

Reduce administrative costs through greater auto-adjudication, integrated workflow management and advanced connectivity.

Leverage the modularity of the solution to reduce your cost of ownership by using only the components your business requires.

Enhance your customers' experiences with leading benefits management capabilities and clear, comprehensive data views for your service representatives.

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A proven partner

An unparalleled partner that brings the experience, expertise and ability to deliver technology solutions as well as the processes and people to help you thrive in an era of change.

Best-in-class platforms

Technology leader: With more than 50% of the nation's covered lives administered on a TriZetto platform, we are the market-leading payer solution partner.

Business impact:

Improved customer experience and **management of the cost of care** through **innovative solutions.**

Lower total cost of ownership

Built specifically for TPA and ASO business for lower overall operational overhead, allowing our clients to focus on growth initiatives.

Business impact

Less labor-intensive IT demands result in **reduced operational costs** and **lower market price-points.**

Solution scalability

No **database**-imposed limit on the number of accounts/lines of business enables multiple LOBs to be administered on a single platform.

Business impact

Reduced time to market and **lower costs.**

Innovation

Leading TPA platform, flexible .NET framework and robust capabilities means smaller, nimbler organizations can be competitive.

Business impact

Efficiency gains and client-driven enhancements result in less customization of code.

Robust configuration

Highly flexible configuration supports both self-funded and fully insured business, as well as Medicare and Medicaid.

Business impact

Administrative savings can be used to fuel growth not technology.

Commitment to our clients' business alignment

A shared governance service model with **executive sponsorship** supports business alignment and **long-term growth and competitiveness.**

Business impact

Successfully deliver on your **program objectives.**

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A platform built for business outcomes

We developed QicLink specifically for TPAs and to address the unique challenges of managing self-funded plans. Your organization can tailor QicLink to meet immediate needs, then easily add features to support new business initiatives. The platform's component-based design allows you to license only the modules you need. This results in low cost of ownership and quick access to components that address today's greatest industry opportunities, including dental, disability and consumer-directed health.

QicLink also is pre-integrated with an array of Cognizant Healthcare solutions and services, including our repricing solution, electronic claim routing service and encounter reporting. We also can enhance process automation through our extensive library of software bots and robotic process automation (RPA) offerings.

QicLink key differentiators

The QicLink solution is equipped with several value enablers that combat typical TPA challenges faced today.

Enrollment Integration

Configurable mapping matrix, enabling TPAs to easily load multiple file formats.

Real-Time Reinsurance Tracking

Multiple specific and aggregate stop-loss terms supported, including lasered deductibles, aggregating deductibles and terminal liability.

Highly Flexible Plan Configuration

Supports breadth of plan designs, with repeatable configuration tools.

Claim Dashboard

Real-time view of operational metrics, including multiple drill-downs.

Claim Workflow and Funding

Multiple options, resulting in less touch and higher automation.

Robust Customer Service

Web-based customer service, enabling service reps to be more productive with less effort.

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Everything you need for cost-effective administration

QicLink offers a comprehensive portfolio of capabilities to enable your organization
to efficiently deliver services and meet your customers' expectations.

QicLink breadth of solution and services

Core QicLink components

Membership	Benefit Plans	Claims Processing	Group Funds	Reinsurance Tracking	Check Processing
Providers	Referrals/Authorizations	Reports	Data Loads	HIPAA Privacy	Security

Integrated modules

Premium Billing	Claim Workflow	Customer Service	Auto Dental	Dental Logic	PPO	HMO	Utilization Management
QicLink Benefits Exchange	Disability Benefits	CDH + FSA	Reporting	TriZetto HIPAA Gateway			Application Processing

Supporting solutions & services

ClaimsExchange	NetworX Pricer	Encounter Data Manager	TriZetto Robotic Process Automation	TriZetto Trading Partner Management

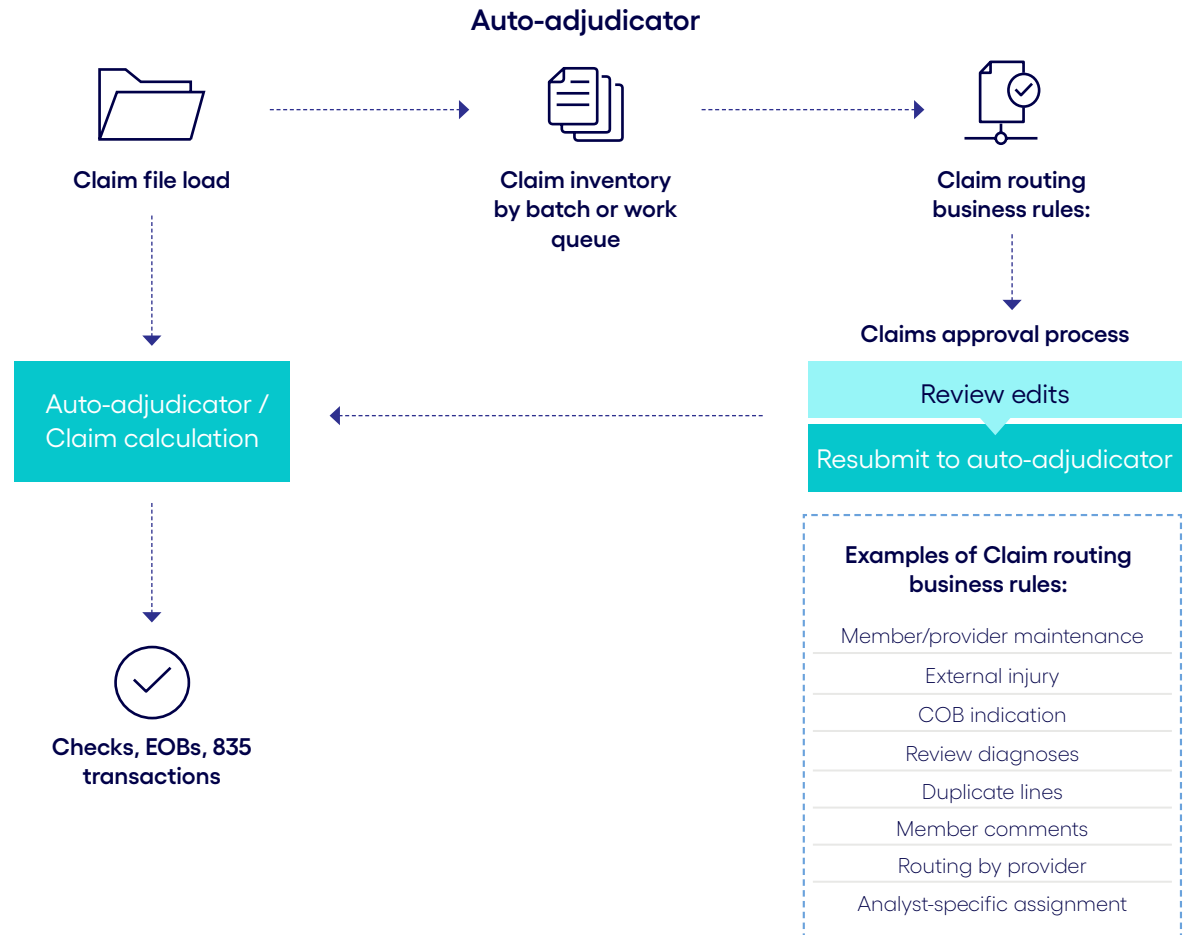| Business Process Services	Business Consulting & Services	System Integration (Custom Development)

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Featured QicLink components include:

✓ **Reinsurance tracking**
Accurately track reimbursable amounts under reinsurance and improve the timeliness of reinsurance claims submissions while reducing manual handling of affected claims. This module features real-time aggregate and specific deductible tracking, specific reimbursements reporting and variable contract terms support.

✓ **Automated claims workflow**
Increase productivity to shorten claims turnaround times and reduce processing costs by automating business processes.

✓ **Claims dashboard**
Streamline your operational view of claim inventory and production with real-time metrics from this easyto- use tool. Identify trends for key performance metrics, drill down to determine items requiring escalation and improve efficiency.

Automated claim workflow

Auto-adjudicator

Claim file load → **Claim inventory by batch or work queue** → **Claim routing business rules:**

Auto-adjudicator / Claim calculation

Checks, EOBs, 835 transactions

Claims approval process

Review edits

Resubmit to auto-adjudicator

Examples of Claim routing business rules:

Member/provider maintenance

External injury

COB indication

Review diagnoses

Duplicate lines

Member comments

Routing by provider

Analyst-specific assignment

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Customer Service module

Increase the productivity of your customer service representatives by giving them easy access to the information they need for first call resolution. Improve visibility into your call center activity with consistent call documentation and enhanced reporting, including types of calls, callers, groups and lines of business.

Customer Service module

User-friendly dashboard
- Intuitive display/personalized
- Close call/open referral
- Quick searches

Time-saving features
- Ease of use
- User-defined call reason templates
- Check detail copy feature

Fast call resolution
- Logical call data entry
- Quick reference window shade
- Ability to toggle between browser tabs

Fully integrated solution
- Single sign-on from QicLink
- Access from browser
- Enrollment, claims, accumulators
- Link to vendors

What our clients are saying...

" QicLink is the most flexible benefit administration system for a TPA.

" Their customer service is great.

" The QicLink system is well organized and user friendly.

" Solid product. Excellent support team.

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Get to market faster

Introduce new services quickly by activating licenses to additional QicLink modules, which are already built into the platform. Tight integration among all our modules streamlines workflows and amplifies the benefits of each component.

QicLink™ Flexible Spending

Improve your clients' satisfaction by supplying a single source of truth for FSA benefits information and reducing or eliminating redundant data entry. This comprehensive record-keeping system maintains enrollee contributions and expense and payment information as well as tracks year-to-date activity for multiple Flex account types. Tight integration with debit card vendors allows real-time account balance access by customer service representatives, members who have access to the QicLink web portal and third-party vendors with whom an interface exists.

QicLink™ Consumer-Directed Healthcare Suite

Deliver better service to your customers and their employees with our suite that highly automates the administration of high deductible health plans, health savings accounts and health reimbursement arrangements. The application integrates plan benefits, debit card utilization and financial institution connectivity to provide real-time bank and debit card processing.

QicLink™ Disability Benefits

Easily expand your capabilities to include short- and long-term disability benefits administration. Enter claims data once for processing with increased efficiency and reduced costs. Link both short- and long-term benefits for processing, with payments generated automatically based on the duration and frequency you define.

QicLink™ AutoDental

Maximize your automation of dental claims processing to increase productivity, accuracy and consistency. Reduce processing costs as you increase your customers' satisfaction by supporting diverse dental plan designs and increasing claim auto-adjudication by defining your dental processing edits.

QicLink™ Dental Logic

Easily support the complex dental processing rules your customers may require and reduce the cost of dental care by ensuring standard dental practices are followed. QicLink electronically processes dental claims using your customer-specific rules.

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The right technology at the right time

We continuously evolve the QicLink platform to ensure it always offers our clients the underlying technology that supports the value and business capabilities they require. Our flexible delivery options enable you to select the model that best suits your needs—on-premise or hosted by Cognizant. Additionally, we offer a full suite of BPO capabilities, ranging from staff augmentation to full delegation of multiple operational functions. Our extensive experience with the TPA market helps ensure we deliver an on-time, on-budget implementation that aligns QicLink to your unique business opportunities and challenges.

QicLink utilizes the Microsoft® .NET framework and the power of web services to deliver greater connectivity and information sharing, as well as a user-friendly application design. The system's open architecture supports rapid development and enables faster, easier integration with complementary applications. QicLink works in conjunction with Microsoft SQL Server™ relational database technology that allows ready access to the system's data elements for export to external programs for reporting, analysis and more.

Equipped for today, ready for the future

We help you stay ahead of the healthcare industry's rapid evolution by regularly updating QicLink features and benefits. Our extensive user group organization, open to all QicLink clients at no cost, helps ensure these enhancements meet new and emerging needs. User subcommittees organize and meet regularly to identify tactical improvements. We combine these from-the-field insights with our own healthcare industry expertise to enhance QicLink capabilities. That is one reason we remain the market leader for TPA core administration.

From supporting your ability to succeed under new business models and opportunities to helping your organization comply with emerging cost and quality initiatives, QicLink enables
your organization to deliver modern healthcare solutions now and as the industry evolves.

For more information about TriZetto QicLink Core Administration capabilities, please visit:
www.cognizant.com/trizetto/core-administration/qiclink

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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** or follow us **@Cognizant.**

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

280 Bishopsgate
London
EC2M 4RB
England
Tel: +44 (01) 020 7297 7600

India Operations Headquarters

5/535, Okkiam Thoraipakkam,
Old Mahabalipuram Road,
Chennai 600 096
Tel: 1-800-208-6999
Fax: +91 (01) 44 4209 6060

APAC Headquarters

1 Fusionopolis Link,
Level 5 NEXUS@One-North,
North Tower, Singapore 138542
Phone: + 65 6812 4000