



Data Sheet

TriZetto[®] solutions for claims overflow

Dependable, efficient TriZetto[®] QicLink[™] Claims Overflow Services

An efficient, cost-effective alternative to accommodate those instances when your in-house team is temporarily overburdened with outstanding claims and you are in an overflow situation.

Utilizing TriZetto[®] QicLink Enterprise[™] technology and managed by a team averaging 20+ years' experience in benefits administration and QicLink[™] solutions, Cognizant is positioned to support your temporary service requirements with people who understand your business and your business software. Whether you are a TPA, IPA, PHO or other

healthcare organization, we have the people and the tools to help you through your overflow situation.

QicLink is part of the Cognizant line of TriZetto[®] Healthcare Products—a portfolio of software products that helps healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience.

Our team of experts can support your team when they're overburdened.

How we can help you

Support all your temporary service needs with highly qualified personnel who can help you:

- Manage backlog
- Cover vacation time or other employee absences
- Relieve overtime situations with current staff
- Quickly implement new accounts
- Maintain turnaround time during implementations and upgrades
- Provide additional support during open enrollment
- Assist with special claim processing projects, such as adjustments
- Complete plan evaluation processes that previously took days or weeks in minutes

Cognizant adjusters receive random audits for accuracy and consistency, while the organization's ready access to extensive on-site QicLink expertise further ensures high performance standards and reliability.

Whether your organization administers claims using QicLink on a licensed basis and with its own hardware or you are a hosted client with an online connection to the hardware and technology services offered through the Cognizant data center, we can provide claims overflow services to support your operation.

- For licensed QicLink clients, Cognizant will set up a VPN connection to obtain system access via a secure internet link.
- For hosted QicLink clients, connectivity is already established.

Reach your objectives faster

In addition to QicLink Claims Overflow Services, 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.

Back up your team with our team of claims administration service experts—we're ready to handle your claims overflow needs, whenever they arise.

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.



Cognizant (Nasdaq-100: CTSI) 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.

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