



TriZetto® Enrollment Administration Manager and Workflow

Accurate and timely enrollment processing for Medicare Advantage plans

Medicare Advantage plans must achieve operational excellence in order to serve their markets well, grow market share and membership and sustain financial viability. Our comprehensive enrollment solution enables you to realize these objectives in this ever changing, highly regulated industry.

The vital first impression: enrolling Medicare Advantage members. The TriZetto® Enrollment Administration Manager enables comprehensive and accurate enrollment, including data collection, maintenance and submission to the Centers for Medicare & Medicaid Services (CMS).

Enrollment Administration Manager and Enrollment Administration Manager Workflow are part of the Cognizant line of TriZetto Healthcare Products, a portfolio of software solutions that help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and create better member experiences.

With Enrollment Administration Manager you can:

- Initiate and validate enrollment applications via web-enabled devices, electronic batch processes or through an on-line keyed entry form.
- Reduce administrative costs by automating enrollment processes and incorporating complex business logic into easy-to-use screens and queues.

Quickly respond to CMS requirements

Enrollment Administration Manager is continually updated to comply with CMS guidance and notifications, ensuring that your enrollment processes maintain regulatory compliance.

- Initiate real-time eligibility inquiries and identify and resolve eligibility issues for timely response to CMS and plan members.
- Effectively manage and work enrollment, disenrollment and member change exceptions.
- Automate Online Enrollment Center (OEC) election retrieval, processing and reconciliation with CMS real-time Application Program Interface (API).
- Maintain submission timeliness and accuracy compliance.
- Automate and maintain compliance in member communications.
- Share enrollment data with core administration systems, including TriZetto's Facets and QNXT.

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Increase automation

Eliminate unnecessary steps and tedious, manual processes by automating enrollment-related functions:

- Verify eligibility via the real-time Beneficiary on the Cloud (BIC) or Batch Eligibility Query (BEQ) API.
- Automate OEC election retrieval, processing and reconciliation with the real-time Health Plan Management System (HPMS) OEC API.
- Automatically queue required member pre- and post-CMS correspondence using customizable templates; generate ready-to-print correspondence for in-house or 3rd-party fulfillment.
- Manage retroactive transactions for submission to the CMS Retro Contractor.
- Identify and work applications for Late Enrollment Penalty, Requests for Information, Special Needs Plan eligibility, Out-Of-Area verification and other exception processing.
- Provides automated, robust Transaction Reply Report (TRR) processing and CMS edits to improve acceptance rate.
- Provides robust reporting for all stages of enrollment, including required compliance reporting to CMS.
- Support efficient and speedy application entry via an enrollment transaction entry form that mimics the CMS application.

During pre-enrollment, Enrollment Administration Manager's up-front eligibility checks and built-in business logic help reduce avoidable rejects by CMS and maintain compliance in the event of an audit.

The application is configured to store and apply bid and plan data and guide your plan's enrollment team through the application process for new Medicare Advantage members. This information, coupled with built-in CMS rules, reduces the need for Medicare-specific knowledge and improves your team's ability to enroll members correctly the first time.

Enrollment Administration Manager Workflow helps manage the enrollment process

Identifying enrollment information issues is critical to rapid error resolution and resubmission to CMS. Enrollment Administration Manager allows users to identify errors due to BEQ failure, CMS rejections, TRR updates, requests for additional information and other issues. With Enrollment Administration Manager Workflow, these tasks can be configured to automatically route to your staff for follow-up along predefined action paths.

Enrollment Administration Manager creates, prioritizes and routes items based on specific data elements, user role assignment and other variables. You can monitor workloads and automatically balance or redistribute work when volumes exceed a predefined threshold. Automating manual tasks reduces costs, facilitates adherence to CMS requirements and removes organizational bottlenecks.

Integrate enrollment, claims and case management data

Enrollment Administration Manager integrates with TriZetto QNXT™ and Facets™ core administration platforms, providing a complete solution that automates most Medicare transactions while increasing administrative efficiency and reducing processing errors.

Reach your objectives faster

We offer an extensive line of solutions and services that harness the power of digital to optimize your business, enabling you to achieve new levels of performance and efficiency.

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.

About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 185 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.



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