Cognizant

TriZetto® StarSERV®

Cognizant's leading Star rating management and quality improvement solution.

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Improve Star ratings through insight-driven decision-making and quality-focused interventions with Cognizant's leading Star rating management and quality improvement solution

Medicare Advantage plans are experiencing tremendous growth in membership, and projections indicate continued growth into the future. As plan participation expands, so does the complexity of coordinating benefits and care for Medicare beneficiaries—making choosing the right technology partner vital to program success.

StarSERV is a digital, end-to-end Star rating optimization analytics and collaboration platform that aggregates all Medicare Star rating measures into a single, actionable view. This drives collaboration between different stakeholders to continuously work toward achieving optimal Star ratings.

Cognizant's leading Star rating management and quality improvement solution helps health plans:

- Utilize an aggregated measures and programs dashboard

- Prioritize measures and cohorts for overall Star rating improvement

- Drive collaboration and accountability

- Execute continuous quality improvement

- Facilitate rate comparison and modelling

- Derive actionable business insights for rate improvement

- Help improve care quality and provider accountability

The right partner. The right solution

With StarSERV Medicare Advantage (MA) organizations can implement a goal-driven plan with action-oriented data insights. MA plans have a unified and updated actionable view across all Star measures, including HEDIS® and PQA (Pharmacy Quality Alliance), what-if modeling tools to play out various scenarios and the ability to launch member outreach programs for micro-segments prioritized using gaps-in-care intelligence.

The platform offers a wide spectrum of capabilities for value-based programs that range from supporting client compliance efforts with reform to driving administrative efficiency and improving the cost and quality of care. This, in turn, drives collaboration between different stakeholders to facilitate their continued efforts toward achieving optimal Star ratings.

- Utilize data-driven decision layers to objectively prioritize measures and population cohorts that can improve overall Star ratings

- Drive collaboration and ensure accountability by setting up initiative owners and rolling out provider scorecards

- Execute continuous improvement cycles by translating measure-level goals into provider work packages with member-level targets

- Capture actionable business insights to improve Star ratings through prospective gaps-in-care reports and member prioritization algorithms for focused outreach

Health plans can quickly and easily integrate StarSERV with the NCQA® certified ClaimSphere QaaS (Quality as a Service) software.

Solution overview

The StarSERV Medicare Star assessment and improvement platform helps support Centers for Medicare & Medicaid Services (CMS) efforts to improve accountability for the care delivered by physicians, hospitals and other providers.

The platform allows health plans to prioritize measures, drive collaboration and accountability, derive actionable insights, explore populations, stratify targeted intervention and execute continuous quality improvement.

Through a combination of analytics, automation and collaboration, StarSERV enables users to analyze performance trends, set achievable quality improvement goals, analyze provider scorecards and monitor progress toward improving Star ratings.

The solution includes:

- NCQA-certified HEDIS measures for reliable identification of prospective gaps in care
- Prescription Drug Events (PDE) measures for missing days in medication adherence
- Role-based dashboards and context-based drill down to member specific actionable data
- Cohort monitoring to create patient registries and automate tracking

Key features

- Star analytics and measure dashboard
- Drill-down provider-level dashboards and scorecards for member lists
- Display measures dashboard
- What-if modeling and cut points sensitivity analysis
- Attribution algorithms
- Prospective provider quality reporting
- Proxy rates for Consumer Assessment of Healthcare Providers and Systems (CAHPS), Health Outcomes Survey (HOS) and call center measures
- Market intelligence—peer performance comparisons

Features and capabilities

Optimize Star, improve care and enhance quality
A single actionable view for all Medicare Star measures drives collaboration between stakeholders by keeping them focused on end goals—attaining an optimum Star rating, improving the quality of care offered, attaining yearly quality benchmark goals and/or earning targeted quality bonus payments.

Employ data visualization and reporting
An all-inclusive reporting suite—with reports from cumulative to the individual member level—with high-end analytical tools enables health plans to continuously track and monitor the progress of ongoing interventions. Compare ongoing Star performance with the current trend to stay well ahead of the market.

Review provider performance
Built-in gold standard rules on enrollment, quality and events enable organizations to stratify and analyze plan populations with a 360-degree view. This helps quality teams in their outreach strategies and quality improvement initiatives across Star domains.

Stratify and analyze population
Using advanced analytics, StarSERV enables a comprehensive provider performance review. It presents a consolidated performance index of every provider group, as well as associated individual providers, showing clinical measures along with attributed open care-gap opportunities.

Set goals and make peer decisions
StarSERV allows the plan owner to model contract performance through holistic analysis and set up realistic quality goals. The platform sets goals for provider groups and individual providers that are separate from domain and measure-level goals. This enables an organization-wide continuous improvement culture to facilitate the achievement of national and regional benchmark goals and targeted quality bonus payments.

Analyze the root cause
Identify improvement opportunities by performing historical data analysis across all Star measures at the member, provider and plan levels. Enable analytical what-if modeling to facilitate well-informed outreach and strategic business decisions.

Integrate and manage data

Accurate and expansive data integration and management functionality seamlessly processes health plan data to identify care and quality gaps. The StarSERV engine incorporates an efficient data validation and error correction process that continuously monitors data integrity.

Star modeling

The system provides modeling at the measure level and shows the potential impact of changes in the overall/summary/domain level, variance, etc.

Independent physician associations/ provider scorecard

StarSERV supports IPA and provider-level tracking of Star measure performance.

About Cognizant

Cognizant (Nasdaq-100: CTSH) 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 194 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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