



**Case Study:** Healthcare

# California-based health plan simplifies upgrade process, gains efficiencies and reduces costs

Client eliminates time-consuming custom file load processes and improves data consistency with the TriZetto® QNXT™ eXtended Integration™ (QXI) application and assistance from Cognizant Consulting.

One of the nation's largest publicly operated plans providing health coverage to low-income residents wanted to eliminate cumbersome file transfers between applications.

These downloads would bypass certain rules and functionality within the health plan's QNXT core administration system—impeding access to valuable data, impacting administrative performance and data consistency, and causing additional work for eligibility and claims processing teams.

## At a Glance

Replacing costly custom load processes and implementing a standardized enterprise data structure enabled this health plan to reduce eligibility transactions, improve data accuracy and significantly decrease upgrade expense.

## Outcomes

- Positioned to save up to 60% on future upgrade costs.
- Quadrupled processing speed.
- Reduced eligibility transactions by 50%.

The health plan now has an efficient, accurate and cost-effective transactional-based file load process that identifies, captures and disseminates data on only those members whose status and/or information has changed.

To further reduce operational and upgrade costs, the health plan wanted to adopt a common eligibility service layer to support five lines of business.

### **Extending integration functionality to save time, money**

Cognizant Consulting resources partnered with the client's team to map, prototype and implement the QXI application.

QXI is specifically designed to facilitate data dissemination and remove reliance on custom file load processes. Its service-oriented architecture allows the health plan to quickly and easily access, search and update information stored within the QNXT system. The technology then delivers that data to other business applications.

This client also implemented a new enterprise service business within QNXT that included a transactional-based eligibility and enrollment process to support granular data exchanges in a standardized structure.

On-demand, real-time transactions now capture available, member-specific data for immediate dissemination to appropriate QNXT fields and file sets. The solution also eliminated five different code bases and their data redundancies.

Following implementation, Cognizant's support team continued to work with the plan to identify and resolve any remaining system bottlenecks—further increasing performance levels from 30,000 transactions per hour to 100,000 per hour.

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## **About Cognizant Healthcare**

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit [www.cognizant.com/healthcare](http://www.cognizant.com/healthcare).

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