Case Study: Healthcare

Leading healthcare system grows business with new core administration platform

Provider-owned health plan builds in flexibility to evolve with the changing industry and support its healthcare delivery vision.

A health plan and its parent healthcare delivery system provide increasingly intertwined high-quality healthcare and health coverage. The organization's business strategy included expanding its product lines and geographic reach, as well as creating new care delivery models. This required core technology that provided scalability, enabled easy configuration of new product offerings and integrated ancillary offerings from market leading software providers.

The health plan's 20-year-old system lacked such flexibility. It had no Medicare module, nor could it support health benefit exchanges. The legacy system could not provide real-time benefit encounter updates or automatically manage bundled payments for procedures or value-based reimbursements—the two growing payment models. The existing system also had

At a Glance

A provider-owned health plan gained sophisticated business and member support capabilities and streamlined operations when it deployed the Cognizant TriZetto Facets core administration platform to replace legacy technology.

Outcomes

- Auto-adjudication rates increased from 75% to 85%
- 20 staff members redirected to higher value activities through operational efficiencies

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limited capacity for automating claims, among other billing-related issues. The legacy proprietary technology restricted the health plan's ability to incorporate new digital capabilities and data streams, such as data from members' wearable and in-home devices. Finally, the system was increasingly expensive to maintain and operate.

Many capabilities from a single platform

After reviewing an array of systems, the health plan chose Cognizant's TriZetto® Facets® to support its almost 600,000 members. Facets was especially attractive because its advanced and broad functionality met most of the plan's needs in a single platform. The health plan also took advantage of the pre-integrated TriZetto® NetworX Pricer® and TriZetto® Elements® solutions. These strategic, best-in-class Cognizant TriZetto Healthcare Products allowed the plan to differentiate itself in the market and create a competitive advantage.

Facets delivers extensive automation and streamlined processing, strong compliance features and support for health information exchange participation. These capabilities aligned Facets with the organization's long-term strategic goals and provided the health plan with the flexibility to quickly adapt to industry changes. Cognizant's stability and healthcare expertise made it a solid partner to provide long-term support.

Smooth migration of existing businesses onto new platform

The client had to ensure it did not disrupt its active lines of business while migrating them from the legacy system to Facets. The migration was implemented in three phases over a period of three years. Strong program management, a

> ### At a Glance (Continued)
> - Expanded into new markets while achieving full compliance with regulatory requirements
> - 100% on-time submissions to CMS
> - 99% provider payment accuracy

collaborative governance model and cost-effective testing expertise helped ensure on-time and on-budget implementation, without interrupting the internal or provider-facing processes. The first phase was devoted to Medicaid. The second phase included commercial plans, the Children's Health Insurance Program and third-party administrator plan offerings. In the final phase, Medicare, individual exchange plans and the health plan's own innovative independent living program were ported onto the new platform.

Cognizant brought an array of expertise to the project. Dedicated program management, data migration, onshore and offshore quality assurance, offshore system integration, education services, consulting, process management optimization, configuration, product, architecture and optimization specialists helped ensure a smooth implementation. Cognizant also helped the health plan reimagine key business processes to take full advantage of the new platform's capabilities. It is currently exploring how robotic process automation can further amplify the platform's efficiencies.

With its successful transition to Facets, the health plan is now more efficient, automated and responsive to its members and provider base. The technology allows full integration and support for future business processes and applications to accommodate the requirements demanded by regulatory compliance and market forces. These include manageable growth of membership and revenue, enhanced healthcare access for members and high-quality, cost-effective care. Further, improved administrative efficiencies enabled the health plan to repurpose 20 staff members to higher value activities. In addition, the plan's auto-adjudication rates increased from 75% to 85%. It also achieved 100% on-time submissions to the Centers for Medicare & Medicaid Services (CMS) and 99% accuracy in payments to providers.

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.**

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 193 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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