



Healthcare case study

Automated claims lead to increased market share

TriZetto® Facets®, hosted in the Microsoft Azure™ Government Cloud, forms the core of a managed services offering, reducing administrative costs and providing a better member experience.

The challenge

Our client, Signature Performance, has worked with its government client for more than 18 years. As its customer faced care access challenges, Signature Performance recognized that its claims system had to be modernized to ensure beneficiaries would have timely access to healthcare. Areas to address included the speed and accuracy of claims processing, reporting methodologies, compliance, security and administrative support. Signature Performance's ClaimsXM solution, powered by the Facets core administrative platform and hosted in the Microsoft Azure™ Government Cloud, was selected as the optimal solution to address the claims modernization roadmap for Signature Performance's government client.

Facing the limits of a legacy system

The existing legacy claims system made it difficult to ensure timely and accurate payments to providers because of its low auto-adjudication rates. Only about 60% of claims were auto-adjudicated. That meant many of the client's staff and contractors had to manually enter data—a naturally



At a glance

Industry

Healthcare

Location

United States

Challenge

Improve claims processing speed and accuracy during growing demand for health services in a manner consistent with the broad data compliance and security requirements of a client serving a government customer.

Products and Services

TriZetto® Facets®
NetworX Pricer®

Success Highlights

Achieved claims auto-adjudication level of 94% within the initial months post-implementation, an increase of more than 30%

- Achieved an accuracy rate of 98% for claims processing
- Auto-adjudicated over seven million claims in the first year of operation
- Addressed the government client's compliance requirements with the deployment of the Facets core administrative platform in the Microsoft Azure™ Government Cloud

error-prone process that led to data quality issues, reworking of claims, a high volume of calls from providers and patients for assistance and increased administrative costs for the government client and ultimately, US taxpayers. Time- and labor-intensive backend processes also limited flexibility in allocating human resources to other high-value and patient-facing work.

The approach

Signature Performance's commitment to reducing healthcare administrative costs inspired it to create a robust managed services offering. This offering includes ClaimsXM, Signature Performance's modular and scalable business platform. Cognizant's TriZetto Facets claims administration platform is the core of ClaimsXM. Facets' data-driven approach streamlines administrative tasks and has eliminated administrative backlogs, eased provider frustrations and reduced other manual challenges often associated with claims administration.

System architecture design and implementation in the Microsoft Azure™ Government Cloud

Signature Performance brought in Cognizant TriZetto's Healthcare Product Consulting team to design the ClaimsXM solution for the unique needs of Signature Performance's government client, including robust security and compliance requirements for member data. TriZetto's architects selected the suite of products to provide optimal support and functionality to address contractual requirements. This included orchestrating the first ever implementation of Facets in the Microsoft Azure™ Government Cloud. The resulting system is also highly scalable so Signature Performance can leverage ClaimsXM for future growth.

Automation streamlines processing and insights

ClaimsXM is almost fully automated, eliminating the expense and errors of manual data entry. Powered by the Facets core administrative

platform and hosted in the Microsoft Azure™ Government Cloud, it is auto-adjudicating millions of claims per year for Signature Performance's government client. Over 98% of claims are now being accurately processed, compared to approximately 60% processed with the legacy system it replaced. This improvement is largely attributable to Facets' easily configurable business rules and automation capabilities via a large application programming interface (API) suite. The flexibility of the Facets platform was critical as minimal documentation existed for the legacy system's requirements and dependencies. Signature Performance's development teams, working in conjunction with Cognizant consultants, uncovered business rules through their wide-ranging analysis. What became clear during this process was that even the most complex business rules could easily be configured in Facets to meet these requirements.

"In replacing a 30-year-old system, there were few if any processes that couldn't be supported in the Facets configurations and customizations we applied," said Josh Klein, Vice President of Operations at Signature Performance. "The results for our client have been massive, significantly exceeding expectations in all crucial metrics, while still being nimble enough to make quick adjustments as policy dictates."

Orchestrating data for real-time insights

The platform seamlessly integrates with various electronic health records (EHR) platforms and enables a more effective IT workflow design. Similarly, Facets makes its data easily accessible to other Signature Performance systems, including an analytics tool, a data warehouse, dashboard and reporting tools. Signature Performance's team may drop any data from anywhere in the Facets claims adjudication process into tables and access it in real time.

Additional efficiencies come from the built-in Cognizant TriZetto NetworX Pricer®, which prices claims in real time. Signature Performance's solution also has improved fraud, waste and abuse (FWA) detection. With these tools, ClaimsXM has cut healthcare administrative costs by reducing claims rework and improved processing and payment timelines.

“I was thoroughly impressed with the configurability of the Facets application. Due in part to the flexibility offered in Facets’ rule-driven features, we were able to meet our government client’s unique and constantly evolving requirements to successfully deploy a heavily customized solution, exceeding their expectations throughout the implementation process.”

Zachary Fain

Chief Technology Officer at Signature Performance

“Impressive, game changing and disruptive technology are a few thoughts that come to mind when thinking of the Cognizant solutions. The ability to take a commercial off-the-shelf product and mold it to the very intricate needs of our client truly sets this product apart from others. This implementation is a success story that has been taken to the highest level.”

Josh Klein

Vice President of Operations at Signature Performance

“Signature Performance engaged Cognizant to help improve the manual claims process for the government agency. By implementing ClaimsXM in the Microsoft Microsoft Azure™ Government Cloud/Cognizant TriZetto’s Facets Claims System, the claims process was automated and improved auto adjudication to an average of 94% on behalf of the government agency. Such increases are expected to support claims being paid faster and more efficiently, ultimately reducing the administrative burden.”

According to U.S. Government Briefings

Business outcomes

Nine months after its initial launch, ClaimsXM, powered by the Facets core administrative platform and hosted in the Microsoft Azure™ Government Cloud, has increased the auto-adjudication rate to over 94% and has led to the majority of claims being submitted correctly the first time. Ultimately, this allows providers to be paid in a timelier manner, expanding access to care for patients and minimizing administrative costs by avoiding reworking claims.

According to performance data, ClaimsXM:

- Reduced providers' needs to follow up on delinquent payments by paying 20% to 30% more claims on time
- Adjudicated more than 7 million claims in the Microsoft Azure™ Government Cloud
- Will auto-adjudicate 5.25 million more claims with 98.5% accuracy within the first 18 months

High praise for results

The high accuracy delivered through automation allows the healthcare leaders to have more predictable financial outcomes and performance metrics. It has also reduced provider call volumes related to claims status. This has allowed greater flexibility in staff assignments and more resources available for patient care.

The success of this project has led to Signature Performance's government client receiving national recognition and several industry awards, including the G2X 2022 Disruptive Tech and Change Agent Awards, the FedHealthIT Innovation Award 2022 and the 2022 Cognizant Healthcare Excellence Award.

For more information, visit <https://www.cognizant.com/us/en/trizetto>

About Client (Signature Performance)

Signature Performance is an industry leader in reducing healthcare administration costs for public and private healthcare sectors. The Signature team serves both payers and providers and is on a quest to bend the curve of rising administrative costs in healthcare. They aim to be the foremost healthcare administrative service company in the industry, successfully driving these costs down while improving the quality, access and cost of care.



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