



Healthcare case study

17% market share realized through efficient claims processing

A regional health plan grew its market share to 17% and improved member and provider satisfaction by implementing automated workflow engines and claims pricing.

The challenge

El Paso Health was using manual processes to track, assign, work and monitor operations in three key departments: Health Services; Claims; and Complaints and Appeals. As the regional health plan's volumes grew, it began searching for an automated solution to streamline these operations. In addition, during the COVID-19 outbreak much of the plan's workforce transitioned to fully remote work and it had limited means to hire additional associates. Thus, the ability to track assignments efficiently, handle higher priority items rapidly and route items to appropriate work queues so the person with the right expertise could handle the task right away was crucial.



At a glance

Industry
Healthcare

Location
Texas, US

Challenge
Improve automation to handle growing claims volumes

Products and Services
TriZetto® QNXT™ Core Administration System
QNXT™ Claims Workflow
QNXT™ Utilization Management (UM) Workflow
QNXT™ Appeals & Grievances Workflow
NetworX Pricer®

Success Highlights

- Increased market share to 17% through efficient processes
- Increased claims auto-adjudication rate by 8.7%
- Increased provider satisfaction scores by nearly 15% with utilization and quality management and 20% with network/coordination of care
- Achieved 100% automation on reimbursements for complex diagnosis-related group (DRG) contracts
- Achieved 100% automation of Appeals & Grievances as well as full compliance with Texas Medicaid regulatory guidelines

The approach

The plan underwent a health check to assess its processes with Cognizant's Healthcare Consulting Practice which provided a roadmap for El Paso Health's operations improvements. As a result, it was recommended that El Paso Health use QNXT's automated workflow engines to manage workloads, set priorities and organize queues in each department.

El Paso Health has achieved a multitude of operational efficiencies, reduced costs and improved quality with the engines. The plan deployed the Claims Workflow engine in the Claims Department, UM Workflow engine in the Health Services Department, and the Appeals & Grievances Workflow engine in its Complaints and Appeals unit.

Corralling pricing complexities

El Paso Health has a variety of complex contracts with the state of Texas that require significant maintenance. Claims under these contracts had to be manually calculated and priced. We worked with the plan to implement NetworX Pricer to address those issues.

NetworX Pricer has eliminated the manual processing and intervention associated with El Paso Health's Texas DRG contract reimbursements, including its potential preventable event reductions and complicated direct provider payment reimbursements. NetworX Pricer also has helped El Paso Health reduce its contract configuration time

by enabling the plan's teams to copy rate sheets, make adjustments for new rate sheets and track complex configurations. Contract maintenance is now simpler because the plan's associates can easily review and modify NetworX Pricer rate sheets that affect multiple provider contracts.

"Cognizant's Workflow solutions have equipped our organization with the tools to do our jobs better, faster and more efficiently," said Sharon Perkins, chief information officer, El Paso Health.

Business outcomes

El Paso Health implemented these operational efficiencies during the COVID-19 pandemic and by doing so was able to manage larger transaction volumes without increasing staff levels. The QNXT Workflow engines and NetworX Pricer eliminated pain points, workarounds and manual interventions, and produced the following results:

- Appeals & Grievances Workflow deployment resulted in 100% automation and full compliance with Texas Medicaid regulatory guidelines
- The Claims Workflow engine increased auto adjudication by 8.7% and increased provider satisfaction scores by 4.65%
- UM Workflow enabled El Paso Health to achieve regulatory compliance with Texas Health and Human Services regulators and increase provider satisfaction with utilization and quality management by almost 15% and with network/coordination of care by 20%



“As the health care industry evolves and processes become more complex, organizations must rely on professional business partners to deploy effective technology solutions. Cognizant’s Workflow Engine provides a solid foundation for next-generation automated solutions.”

Javier Sanchez, Director of IS Applications, El Paso Health

- With NetworX Pricer, the previously manual DRG contracts reimbursement process was fully automated, achieving 100% automation
- Hospital claims auto-adjudication increased by 15% and the overall claims auto-adjudication rate increased by 8.7%

El Paso Health credits these operational efficiencies with increasing its market share to 17% in 2022 so that it meets the needs of more community members, helping it to fulfill its mission of strengthening the delivery of healthcare in its community. In addition, El Paso Health's annual member survey showed improved member satisfaction.



About El Paso Health

El Paso Health is an HMO established by the El Paso County Hospital District that provides medical care for STAR, CHIP and CHIP Perinatal recipients in El Paso and Hudspeth Counties. Our vision is to be the region's trusted community health plan. Our mission is to build relationships with our members, providers, and partners that strengthen the delivery of healthcare in our community and promote access to quality healthcare for children, families, and individuals.



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@cognizant](https://twitter.com/cognizant).

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thorajipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060

APAC Headquarters

1 Fusionopolis Link, Level 5
NEXUS@One-North, North Tower
Singapore 138542
Phone: +65 6812 4000

© Copyright 2022, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners.