

Cognizant TriZetto AI innovation

Intelligent payer operations, powered by TriZetto AI

Practical, embedded AI across Facets, QNXT and CareAdvance—reducing costs, improving outcomes and keeping your teams in control.

82%

reduction in
duplicate claims
processing time

63%

faster
coordination of
benefits checks

30%–40%

reduction in
average member
query handling

30 min.

saved per case in
pre-call research

TriZetto® AI assistant is not a bolt-on tool—it's intelligence woven into the workflows your teams already rely on. Built on a secure, healthcare-compliant platform, TriZetto AI assistant helps payer organizations reduce operational burden, accelerate decision-making and improve consistency across every line of business.

The platform foundation

TriZetto AI Gateway

The shared orchestration layer powering all TriZetto AI capabilities—handling agent orchestration, secure API access via MCP tools, centralized audit logging, RBAC controls and model flexibility across Azure OpenAI and Amazon Bedrock.

TriZetto Assistant

An AI companion embedded directly into each TriZetto product. It retrieves and summarizes data, guides users through workflows and next-best actions, and automates repetitive steps—all while maintaining role-based access controls.

Product-specific AI capabilities

Facets®

Claims and member operations

- Context-aware claims processing assistance
- Step-by-step SOP-aligned guidance
- Faster resolution of suspended claims
- Intelligent routing between AI and human queues
- Reduced manual navigation across screens

QNXT™

Payer day-to-day operations

- Eligibility, benefits, UM and A&G summarization
- Guided appeals and grievances workflows
- Reduced cognitive load and navigation time
- Secure, role-based micro-workflow execution
- Faster, more accurate decision support

CareAdvance®

Care and utilization management

- Faster clinical reviews with member-level, longitudinal summaries
- Reduced documentation time through automated assessment and note generation
- More consistent care planning driven by integrated clinical and administrative data
- Lower administrative burden with intelligent document intake and summarization
- Improved clinician experience without removing clinical decision authority

Why TriZetto AI?

Embedded, not added on

AI lives inside existing TriZetto product workflows—no new interfaces, no disruption to current processes.

Measurable cost reduction

Real, documented operational savings across claims, care management and member services—not projections.

Graduated autonomy

From assistive AI today to semiautonomous and fully autonomous agents on the roadmap—at a pace your organization controls.

Built for healthcare compliance

No PII or PHI is used for model fine-tuning. Sensitive data is accessed only through secured tools, never stored in models. All activity is fully logged and traceable, operating within healthcare regulatory requirements and applicable BAAs.

No PII/PHI
model training

Encrypted in
transit and at rest

RBAC
throughout

Full audit
logging

BAA-
compliant

OIDC/Azure
OpenAI

Ready to see TriZetto AI in action?

Contact your Cognizant TriZetto representative or visit www.cognizant.com/trizetto