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Data Sheet

TriZetto® QNXT™ Utilization Management
Access data to manage healthcare services utilization and expense

Utilization management (UM) typically accounts for 85% of a health plan's overall costs. Controlling these costs requires an integrated solution that can help improve utilization and enhance care management.

QNXT Utilization Management delivers authorization, referral and precertification features that support the business of managing patient benefits utilization. Integration with the TriZetto® QNXT™ core application increases claims processing productivity so you achieve higher first-pass rates, improve end-user efficiency and ensure proper administration of UM policies.

QNXT Utilization Management is part of the Cognizant® line of TriZetto® Healthcare Products—a portfolio of software products that helps healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience.

The application's powerful UM capabilities can also be combined with the TriZetto CareAdvance Enterprise® application and TriZetto QNXT Appeals and Grievance Workflow™ to provide a comprehensive, cost-effective solution that

QNXT Utilization Management provides:

▌ An intuitive user interface for easy navigation and access to important member information

▌ An enhanced validation rules engine to improve outcomes and predictability

▌ Compatibility with Milliman Care Guidelines or InterQual Clinical Criteria

▌ Seamless access to CareAdvance Enterprise functionality to support care management activities

delivers full care management functionality across utilization, disease and case management

Key system components
The system's Prospective UM functionality allows you to process new reviews, view existing reviews, follow up on a review, add concurrent reviews to existing reviews and find duplicate reviews for plan members. You can also route the review to another user, link one review to another and link a review to a case management episode. Reviews can be referrals, requests for authorization or both.

▌ **Admission.** Inpatient hospital precertifications are documented in the Confinement section of Prospective UM. This includes the number of requested, authorized and actual inpatient days.

▌ **Services.** Referrals and/or preauthorizations for ancillary inpatient care, the surgeon, the assistant surgeon and all outpatient care are documented in the Services section of Prospective UM.

The Contracts section of the module lets you document negotiated fees or discounts for a provider, identify fees for a range of dates and by type of service or procedure code, and view remarks about the negotiated fee.

UM inquiry features offer summary information views on multiple service or admission reviews, while UM review functionality lets you initiate reviews by health plan personnel. Reviews of submitted UM documents can be completed by the professional reviewer as required by the health plan.

Additional system capabilities:

▌ Referral processing

▌ Preauthorization processing

▌ UM batch and real-time service loads and maintenance

▌ Integrated claims and UM processing

▌ UM contracts for negotiated provider fees

▌ Service-level tracking, including medication management

▌ Letter generation

▌ Episode authorizations for services and admissions to increase claim match accuracy

▌ Control benefit level via authorizations

▌ Concurrent review

▌ Length of stay authorizations by room type

▌ Clinical criteria options (e.g., Milliman) to support appropriate decision making

▌ Clinical editing for UM

▌ Review consumed and remaining units and amounts

▌ Discharge management

Reach your objectives faster

In addition to TriZetto QNXT Utilization Management, we offer an extensive line of solutions and services that harnesses the power of digital to optimize your business. Achieve new levels of performance and efficiency with digital business, digital operations, and digital systems and technology capabilities from Cognizant.

For more information about how the Cognizant line of TriZetto Healthcare Products can help you enhance revenue growth, drive administrative efficiency, and improve cost and quality of care, call 1-800-569-1222 or visit www.cognizant.com.

About Cognizant

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.

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