Cognizant
TriZetto® StarSERV®

Cognizant's Leading Star Rating
Management & Quality Improvement Solution

Cognizant

Improve Star ratings through insight-driven decision making and quality-focused interventions with Cognizant's leading Star rating management and quality improvement solution.

Medicare Advantage plans are experiencing tremendous growth in membership, and projections indicate continued growth into the future. As plan participation expands, so does the complexity of coordinating benefits and care for Medicare beneficiaries—making choosing the right technology partner vital to program success. This partner must provide proven solutions that can help you:

❚ Drive efficiency through improved workflow and increased automation

❚ Facilitate stakeholder collaboration with highly efficient transactions

❚ Administer new reimbursement and care models

❚ Coordinate and improve care for high-risk members

❚ Grow across multiple lines of business including Medicare, Medicaid and dual eligibles

❚ Leverage sales and marketing automation through enterprise-class CRM capabilities

Cognizant's leading Star rating management & quality improvement solution helps health plans:

❚ Utilize aggregated measures and programs dashboard

❚ Prioritize measures for overall Star rating improvement

❚ Facilitate rate comparison and modelling

❚ Derive actionable business insights for rate improvement

❚ Drive collaboration and accountability

❚ Execute continuous quality improvement

❚ Help improve care quality and provider accountability

The Right Partner, The Right Solution

StarSERV is an end-to-end Star rating platform that aggregates all Medicare Star rating measures into a single, actionable view. This drives collaboration between different stakeholders to facilitate their continued efforts toward achieving optimal Star ratings.

StarSERV offers a wide spectrum of capabilities for value-based programs that range from supporting client compliance efforts with reform, to driving administrative efficiency and improving the cost and quality of care.

	Utilize data-drive decision layers to objectively prioritize measures and population cohorts that can improve overall Star rating
	Drive collaboration and ensure accountability by setting up initiative owners and rolling out provider scorecards
	Execute continuous improvement cycle by translating measure-level goals into provider work packages with member-level targets
	Capture actionable business insights to improve Star ratings through prospective gaps-in-care reports and member prioritization algorithms for focused outreach
	Enhance data quality via a profiling module that has been appreciated by NCQA auditors and has resulted in significant improvement in HEDIS® rates

Solution Overview

The robust StarSERV Medicare Star assessment and improvement platform helps support CMS efforts to improve accountability for the care delivered by physicians, hospitals and other providers.

The platform allows health plans to prioritize measures, drive collaboration and accountability, derive actionable insights, explore population, stratify targeted intervention and execute continuous quality improvement.

Through a combination of analytics, automation and collaboration, StarSERV enables end users to analyze performance trending, set achievable quality improvement goals, analyze provider scorecards and monitor progress toward improving Star ratings.

The solution includes:
- NCQA-certified HEDIS® measures for reliable identification of prospective gaps in care
- Prescription Drug Events (PDE) measures for missing days for medication adherence
- HTML5, web responsive user interface with role-based dashboards and context-based drill down to member specific, actionable data
- A cohort monitor to create patient registries and automate tracking

Key Features

- Star analytics and measure dashboard
- Ad hoc reporting and outreach services to address, monitor and target specific measurement improvements
- IPA/provider rolling and collaborative scorecards
- Display measures dashboard
- What-if modelling and cut points sensitivity analysis
- Geospatial reports
- Attribution algorithms
- Member opportunity index
- Prospective provider quality reporting
- Proxy rates for CAHPS, HOS and call center measures
- Responsive design
- Market intelligence – peer performance comparison
- XML APIs to push information to downstream systems

Key Benefits

Analytics	Collaboration	Automation
• ROI members using motivation and influence index • Prioritize measures and cohorts using what-if modelling to improve overall Star ratings	• Establish initiatives and assign accountable ownership of measures • Track performance through dashboards and standard reports	• Engage members with automated campaigns and web-service feeds to intervention tools • Automated data quality profiler to improve HEDIS® and PDE rates

Features and Capabilities

Optimize Star rating, improve care and enhance quality

A single actionable view for all Medicare Star measures drives collaboration between stakeholders by keeping them focused on end goals—attaining an optimum Star rating, improving the quality of care offered, attaining the yearly quality benchmark goals and/or earning targeted quality bonus payments.

Employ data visualization and reporting

An all-inclusive reporting suite—with reports from cumulative to individual member level and high end analytical tools—enables health plans to continuously track and monitor the progress of ongoing interventions. Compare ongoing Star performance with the current trend to stay well ahead of the market.

Review provider performance

Built-in gold standard rules on enrollment, quality and events allow you to stratify and analyze your population in 360° view. This helps quality teams in their outreach strategies and quality improvement initiatives across Star domains.

Stratify and analyze population

Using advanced analytics, StarSERV enables a comprehensive provider performance review. It provides a consolidated performance index of every provider group, as well as associated individual providers, showing clinical measures along with attributed open care-gap opportunities.

Set goals and make peer decisions

StarSERV allows the plan owner to model contract performance through holistic analysis and set up realistic quality goals. The platform enables goals setting for provider groups and individual providers that is separate from domain and measure-level goal setting. This enables an organization-wide continuous improvement culture to facilitate achievement of national and regional benchmark goals and targeted quality bonus payments.

Analyze the root cause

Identify improvement opportunities by performing historical data analysis across all Star measures at member, provider and health plan levels. Enable analytical "what if?" modelling to facilitate well-informed outreach and strategic business decisions.

Integrate and manage data

Accurate and expansive data integration and management functionality seamlessly processes health plan data to identify care and quality gaps. The StarSERV engine incorporates an efficient data validation and error correction process that continuously monitors data integrity.

Star modeling

The system provides modelling at the measure level and shows the potential impact of changes in the overall/summary/domain level, variance, etc.

IPA/provider scorecard

StarSERV supports IPA and provider-level tracking of Star measure performance.

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/trizetto.

HEDIS® is a registered trademark of the National Committee for Quality Assurance.

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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