



**Cognizant**  
**TriZetto® QicLink™**  
Benefits Exchange

**Cognizant®**

# A Portal to the Paartnership Program™:

The QicLink Benefits Exchange application allows you to connect to the integrated applications offered by these exclusive vendor partners as part of your cost and quality of care initiatives. This portal provides a single point of entry to participating employees – further empowering them to better manage their health care with easy access to tools for:

- Wellness & disease management
- Provider tele-consulting



## Extend your operation to the internet

The QicLink™ Benefits Exchange® application enables QicLink system users to offer a fully integrated online solution to their client managers and enrollees. With this solution, the information your clients need is only a mouse click away. Support your clients. Reduce your customer service requests. Enhance your operation. With the QicLink Benefits Exchange program, the Internet is an extension of your operation.

- Self-registration allows an employee access to view their information immediately upon entering key data.
- You can incorporate Dynamic Group Logos to show separate graphical images for each group.
- User accesses the appropriate URL for the PPO and provider directory document based on the networks assigned to the group level.
- Specific URLs can be assigned at the group level to link to the employer or other Web destination.

### Support your consumer-directed healthcare strategy:

- Enable enrollee to view HRA and FSA account information by member by year.
- Present HRA account information in both summary and detail formats for selected year and member.
- Click on claim/worksheet number from HRA account inquiry screen or standard claim inquiry screen to view claim summary and detail information.
- Display claim transactions affecting HRA and HSA accounts.
- Display debit card transaction for HRA, HSA, and FSA.
- Provide Web-based services that support compliance with HIPAA Privacy guidelines. Exchange program, the Internet is an extension of your operation.

## Web-based Functionality

### The Software Provides:

- Automated patient eligibility and benefits verification inquiry support.
- 24X7 access to both processed and paid claims status information with claim detail data, including remark codes along with their descriptions and a detailed breakdown by ineligible amount types.
- Online Web enrollment supporting new enrollment and life event changes throughout the year, with data loaded to the QicLink application electronically.
- Security features allowing only authorized access to data. Data access can be further restricted to certain members at the enrollee level for greater protection.
- Greater operational efficiency and lower plan administration costs by giving users the ability to access information themselves, virtually eliminating phone calls and the need for additional customer service staff.
- Employer and plan sponsor user types that can function on behalf of all enrollees within their assigned group(s) as well as enrollee member and provider user types.
- A mail merge interface with Microsoft Word for automated generation of registration letters, saving administrative expense.
- A direct link between the claim/worksheet information and select TriZetto fulfillment partner Web sites enabling the user to display a check/EOB as originally produced.
- The ability to display Summary Plan documents for each member.
- Online ID card requests for increased accuracy and reduced service inquiries.
- A notification system for adding new dependents and member information changes - allowing for more accurate enrollment records.
- Client-enabled customization of site to include company logos and graphics.
- Client-enabled customization of menus allowing the menus or tabs to be customized for each user category.

**Enhance your operation:** Capture online data for new enrollment and life event changes with direct, automatic load into the QicLink system.

Use the QicLink Benefits Exchange Application to Enhance Your Service Offering.

Automate routine benefits verification queries. Provide online access to eligibility and claims status. Utilize the power of the Internet to increase operational efficiency. With the QicLink Benefits Exchange application from Cognizant Corporation, your organization can do all that and more.

The QicLink Benefits Exchange application utilizes the same state-of-the-art technology as QicLink Enterprise™ - the Microsoft®.NET framework, along with Microsoft's SQL Server relational database - in order to deliver secure online access to benefits information for plan managers, members, and providers.

This Internet-based product is designed to help users perform routine inquiries regarding benefits verification, eligibility, and claim status, as well as enrollment modifications. All of this functionality is delivered through the employer's or administrator's private labeled Website.

By combining unique, cutting-edge technology and connectivity solutions with the power of the Internet, users can access relevant information about patient's benefits coverage and check the status of pending reimbursements. Healthcare payers such as third-party administrators (TPAs), insurance

companies, and health maintenance organizations (HMOs) can quickly and efficiently have their inquiries addressed via the QicLink Benefits Exchange application. Employers or plan sponsors can access claim status and benefits coverage information on behalf of their enrollee members.

Provide Web-based services that support compliance with HIPAA Privacy guidelines. Exchange program, the Internet is an extension of your operation.

Customers using the Healthcare Information Control Panel, available from Partner, Benefit Informatics, will have the added benefit of single sign-on capability from the Benefit Informatics Desktop program to the QicLink Benefits Exchange application.

## Getting Started with the QicLink Benefits Exchange Application

QicLink Benefits Exchange users need only an Internet connection and Web browser - there is no software to deploy. For those clients who use the QicLink system via a connection to the TriZetto Customer Connectivity Center, the product can be provided on a hosted basis. The QicLink Benefits Exchange application software is also available on a licensed basis to run on your site.

Employing a multi-tier architecture that leverages both client/server and Internet technologies, the system provides users with

easy, secure Internet access to health plan data and claims information, ultimately enhancing the efficiencies within the payer and provider communities.

Through the QicLink Benefits Exchange application, physicians, hospitals, preferred provider organizations (PPOs), other providers, employers, plan sponsors, and enrollee members can connect via the Internet to a data repository to inquire about claim status and benefits eligibility.

## Reach your objectives faster

For more information on QicLink Benefits Exchange, visit us online at [www.cognizant.com](http://www.cognizant.com).

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### 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](http://www.cognizant.com/healthcare).



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