



Data Sheet

TriZetto® Facets™ for Blue Cross and Blue Shield Plans

Real-time ITS solution for claims processing and member liability estimation for BCBS plans

To meet today's provider and member needs, BCBS plans are being challenged to accurately determine patient liability before, during or after the provision of care—without increasing administrative work.

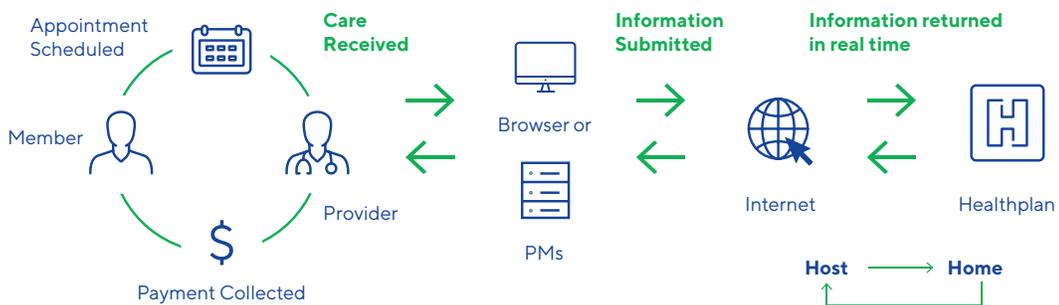
Addressing communication transparency requirements

The TriZetto Real-Time ITS solution for Facets provides real-time claims processing and member liability estimation for Blue Cross and Blue Shield (BCBS) plans using the Inter-Plan Teleprocessing Services (ITS) structure as a foundation.

Achieve success with the TriZetto Real-Time ITS solution:

- Deliver quality interactions that can increase customer loyalty, employer demand and provider satisfaction
- Improve the provider and member experience through accurate, consistent inter-plan communication
- Gain a competitive edge by enabling accurate patient information and real-time liability calculations

TriZetto Provider POS Direct



The solution helps BCBS plans meet the Blue Cross and Blue Shield Association (BCBSA) Home Plan member liability estimate requirement and supports BCBS transport mechanics, including BlueSquared®.

Real-Time ITS for Facets is part of the Cognizant line of TriZetto Healthcare Products—a portfolio of software products that help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and improve the member and patient experience.

Facets BCBS solutions include:

- TriZetto® Provider POS Direct™: Accurately calculates a patient’s financial liability and adjudicates claims at any point in the provider’s workflow using real-time information and transaction processing.
- Facets™ ITS Home and Host Solutions: Integrates with the BCBSA Inter-Plan software and functionality to enable seamless transmission of claims from one BCBS health plan to another, regardless of the plan’s locations.
- Facets™ ITS Real-Time Home and Host Solutions: Uses integration with BlueSquared software to enable real-time host-home plan communications regarding eligibility and plan benefit information. Seamless real-time transmission of claims from one BCBS plan to another, regardless of location, is also provided.

Enhanced physician and member experience

Real-Time ITS delivers a comprehensive point-of-service solution that enables instant communication among BCBS plans—improving the ability to obtain and share accurate information and enhancing customer service. Physicians and other authorized practitioners have secure, 24/7 access to patient liability estimates, check eligibility and submit claims.

Providers enter claim information over the Web via Real-Time ITS. Identifying the ITS host claim, the software uses the host plan’s pricing agreements to price the claim and communicates that information to the home plan. For the home plan, Real-Time ITS adjudicates the claim—facilitating the response to the host plan, and delivering immediate results to the provider.

Real-time support

Health plans, providers and consumers expect immediate answers. With Real-Time ITS, BCBS plans can provide an accurate, instant response to requests for services and information, including out-of-plan information.

In addition to Real-Time ITS for Facets, we offer an extensive line of solutions and services that harness 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/trizetto.

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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