



Data Sheet

# TriZetto® QicLink ClaimWorkflow™

## Data Routing and Workflow Management Tool

In today's market, few organizations can afford the labor-intensive processes associated with manually routing claims, balancing employee workloads and ensuring timely processing for high-priority items—not to mention the costly errors and delays they create.

### Increasing Automation and Efficiency

To achieve high levels of auto-adjudication without sacrificing payment accuracy, claim routing rules must be finely tuned and workflows streamlined. The ClaimWorkflow solution integrates with your QicLink™ claims processing system to help you improve business processes via functionality that includes:

- **Multi-Source Data Acceptance** – You can accept claims/encounter data from numerous sources, including clearinghouses and direct provider submission using the following formats:
  - HIPAA-compliant 5010 837 formats for institutional (223), professional (222) and dental (224) claims
  - QicLink application proprietary EDI format – currently utilized by many third-party service companies
- **Automated Routing** – claims and encounters are routed to appropriate areas/departments based on rules established by your operations management team

**ClaimWorkflow** streamlines claims adjudication – eliminating bottlenecks, automating manual processes and reducing costs while improving speed, accuracy and efficiency.

### ■ Adjudication Methodology Selection

- claims are adjudicated based on your pre-assigned routing conditions:
  - Individual review and approval of claims that do not meet assigned criteria
  - Automated batch adjudication following user-defined, plan-specific parameters that also allow tracking to monitor receipt and progress

The QicLink ClaimWorkflow solution 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.

---

## How it Works

When used in tandem with the QicLink Automatic Benefit Determination function, payment codes are assigned according to your preset definitions.

ClaimWorkflow allows you to establish criteria to identify exception claims that are not eligible for automatic adjudication. For audit purposes, you can print exception lists of claims and associated line items that do not pass the automated editing process. Based on the edits assigned, ClaimWorkflow then routes these claims to your designated work queues.

Rules can be established to automatically route claims based on the skill set required for resolution, specific processors, the organization's lines of business and other criteria. The work queues to which claims are sent can be set up based on group and product requirements, provider requirements and users' roles within the organization.

process with real-time delivery of work items and tracking of claims and encounters as they pass through the system.

- Productivity Improvements** – Because tasks and processes are automated, supervisor and staff intervention is significantly reduced. This allows your employees to focus their attention on more complex functions.
- Reduced Errors** – Because data, not paper, is passed along to processors, there is a significant reduction in lost claims and other mistakes associated with manual, paper-based processes.

## Reach your objectives faster

In addition to the TriZetto QicLink ClaimWorkflow solution, 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.

## Why ClaimWorkflow Is so Effective

- Business Process Automation** – Increase automation levels through EDI, OCR and workflow integration that combines with batch data entry and adjudication capabilities to deliver results.
- Integration** – Deep integration with the QicLink claims adjudication system enables a seamless

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

---

# Cognizant<sup>®</sup>

#### World Headquarters

500 Frank W. Burr Blvd.  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277

#### European Headquarters

1 Kingdom Street  
Paddington Central  
London W2 6BD England  
Phone: +44 (0) 20 7297 7600  
Fax: +44 (0) 20 7121 0102

#### India Operations Headquarters

#5/535 Old Mahabalipuram Road  
Okkiyam Pettai, Thoraipakkam  
Chennai, 600 096 India  
Phone: +91 (0) 44 4209 6000  
Fax: +91 (0) 44 4209 6060