

Data Sheet

TriZetto[®] TranZform[®] EngageMember[®]

Grow member loyalty through an industry-leading engagement experience

Your health plan members demand fast access to accurate, timely information about their coverage, benefits, costs and provider options. Trained by customer service experiences from digitally native companies, they expect intelligent, personalized data, delivered when and where they want it. Health plans may struggle to meet these expectations because information members need is locked in data silos and only accessible via disconnected systems. Yet, as competition from new industry entrants increases, it's critical to create new data flows that power simpler and better member experiences that increase efficiencies, engagement, loyalty, and retention.

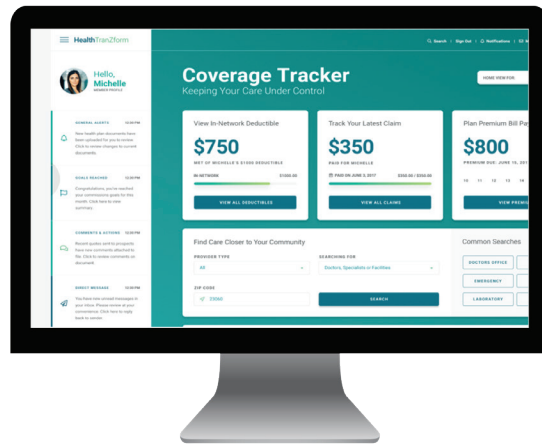
TriZetto[®] TranZform[®] EngageMember[®], a cloud-based component of the TranZform[®] Portals and Systems of Engagement powered by the TranZform[®] Platform, enables your organization to provide members leading-edge plan and benefit management tools built on real-time access to data in your core systems. Equipped with TranZform EngageMember, your organization will empower members with self-service tools and deliver rich, satisfying experiences that increase retention while lowering your operating costs.

Deliver Satisfying Experiences in Real Time

Through the TranZform EngageMember custom dashboard, your health plan members access coverage, claims, provider comparisons, out-of-pocket costs, and benefits information in real-time through intuitive, digital tools. Accurate, up-to-the-minute data enables members to make better-informed healthcare decisions that lower their cost of care.

TranZform EngageMember is pre-integrated with TriZetto core administration systems and easily connects to other core systems via Application Programming Interfaces (APIs) built into our underlying data orchestration layer, the TranZform Platform. The API-rich TranZform Platform eliminates custom batch integrations, expensive software upgrades and integration maintenance. It powers smooth, real-time bidirectional data flows that enable TranZform EngageMember to help your organization:

- **Empower members** to access and update their plan information, on demand and in real time, on any device they choose, with a retail-like experience. Our human-centric design helps them understand the impact of their healthcare choices and needs based on their plan.
- **Provide a tailored experience.** TranZform EngageMember lets you customize data to specific audiences, such as commercial and Medicare cohorts, to help them find the information they want quickly and easily.
- **Offer self-service tools** to members so they can enjoy real-time, on demand access to plan information and the ability to make changes and updates, such as printing new ID cards and switching primary care physicians. Members enjoy better experiences and faster service while your organization reduces its customer service costs.
- **Manage the look and content** of the TranZform EngageMember portal and member dashboard – without IT's help. Bring new looks and information to market faster without coding through CMS frameworks that allow content integrations and cosmetic changes.



Members access their plan information and transaction history in real-time through the intuitive, easy-to-use features of the TranZform EngageMember portal. Simple yet powerful self-service tools let members update plan information, print new ID cards and compare providers, giving them service on demand through a cost-effective channel.

- **Easily connect disparate systems and provide rich application feature sets** through the TranZform Platform.

Deliver Great Experiences and Improve Member Retention while Reducing Service Costs through TranZform EngageMember

Ensure your members always have the timely, accurate data and tools they demand to better manage their healthcare choices. For more information about how to deliver great member experiences through the TranZform EngageMember system of engagement, visit www.cognizant.com.

About Cognizant Healthcare

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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