



Data Sheet

TriZetto[®] CareAdvance Enterprise[®] Standard Content Package

Designed to support a health plan's internal accreditation process, the content package provides preconfigured clinical content that clients can use as-is or build upon to meet the needs of their unique populations.

This content provides pre-identification of members who may benefit from care management, assessments to determine their healthcare needs and care plans to address those needs.

Cognizant contracts with two well respected review entities, for ongoing content review and validation of the CareAdvance Standard Content Package. Their reviews of the content help support evidence-based standards and industry requirements such as the National Committee for Quality Assurance (NCQA). Their teams include experts in the field of NCQA, URAC and board-certified practicing practitioners.

Cognizant partners with Healthwise[®], a health education provider that offers evidence-based, consumer-friendly health content designed to increase member health literacy. The Healthwise Knowledgebase allows health plans to engage and motivate their members to improve their own health. With consumer-friendly content and tools on thousands of topics, it's virtually an unlimited guide to better health. This solution

Cognizant's TriZetto[®] CareAdvance Enterprise[®], Standard Content Package offers healthcare payer organizations licensing the CareAdvance Enterprise application an optional comprehensive package of clinical content for use within their population health management programs.

is seamlessly integrated within the TriZetto[®] Clinical CareAdvance[®] solution, with article links embedded within standard content care plans and messages sent directly to members within TriZetto[®] Personal CareAdvance[®].

CareAdvance's Standard Content Package creates a solid base for member education, care plan development and interventions to improve health outcomes. When used as intended, this set of content serves to facilitate clinically consistent care across all care managers within the organization.

The content elements in the clinical package are designed to optimize the best features of the CareAdvance solution and provide:

- **A foundation of clinical content** aligned with national/societal standards and evidence-based guidelines
- **Population identification and stratification** using analytic rules combined with campaign profiles
- **Automated campaigns** that trigger actionable prompts for care manager interventions
- **Care plan goals** to support healthy behaviors, self-management and coordination of care
- **Initial and outcomes** assessments
- **Communication tools** such as care management letter templates

CareAdvance’s Standard Content Package covers targeted health conditions in today’s health plan populations. Complex conditions are grouped under the category of “Care Management Programs” and contain the following features:

- Rules for identification of high-risk members for care management

- Campaigns to drive automated workflow
- Assessments with automatic care plan generation
- A comprehensive care plan library
- Member and clinician educational tools supplied by Healthwise and other medical organizations (e.g., NIH, AHA, CDC)

The general care management program is designed to assess the chronic and complex population, including:

- **General assessment:** The anchor of the content package, this assists care managers in finding gaps in member management and gives the ability to branch to specific assessments for care gaps
- **Partner programs:** Offer assessments and care plans for other health conditions to support targeted high-cost conditions that may benefit from care management
- **Specialized assessments** and tools
- **Comprehensive bank of care plans:** Covers all the programs, partner programs, specialized assessments and tools plus specialized care plans

General Assessment	Partner Programs	Specialized Assessments & Tools	Comprehensive Bank of Care Plans
<p>Includes:</p> <ul style="list-style-type: none"> ■ Asthma ■ Behavioral Health ■ Health Failure ■ Medication Management ■ Physical Activity ■ Coronary Heart Disease ■ Diabetes ■ Elder Care ■ Maternity Care 	<p>Includes:</p> <ul style="list-style-type: none"> ■ Comprehensive Pediatric ■ Hepatitis C ■ Multiple Sclerosis ■ Traumatic Brain Injury ■ Stroke 	<p>Includes:</p> <ul style="list-style-type: none"> ■ PHQ 9 ■ Transitions of Care ■ Wellness ■ Learning and Literacy Assessment ■ Home Safety 	<p>Includes:</p> <ul style="list-style-type: none"> ■ Effectiveness of Care ■ Oncology ■ Special Needs ■ Care Coordination ■ Self-Management

Release cycle

The CareAdvance Standard Content Package is released on the same quarterly cadence as the CareAdvance Enterprise software. All updates to content are outlined in program workbooks and overview guides. Revisions to content are made as a result of changes in practice guidelines and governing bodies such as CMS and/or in response to client requests.

Bottom-line impact

With the inclusion of the CareAdvance Enterprise Standard Content, client organizations are relieved of the tasks of research, design and development of a comparable content set specific for the CareAdvance software. This includes at a minimum the following:

- ✘ Researching medical literature, specialty associations and clinical guidelines related to specific health conditions for developing a standard set of CM or DM programs
- ✘ Targeting specific activities relative to the CareAdvance Enterprise software:
 - ▮ Designing and formulating assessment questions and responses, with associated scoring and mapping for automated workflows within the CareAdvance application
 - ▮ Developing member attributes to enable reporting
 - ▮ Configuring a basic set of automated rules to trigger care management actions and follow up
- ✘ Creating care plan goals, interventions and outcomes with educational materials
- ✘ Establishing documentation for programs
- ✘ Ongoing reviews and updates to keep content current

The data collected on the member from the system or care manager can be shared with others outside the health plan through our HL7 Web Service. Data will populate the social history and functional status section of the “CCD” and includes barriers, social determinates and functional status information.

Breakdown of CareAdvance Standard Content Package Elements:

46 Assessments (Initial & Outcomes)

- ▮ Include Initial and Outcomes Assessments covering various health and wellness conditions
- ▮ Populate dynamically generated Assessment Summary Reports

51 Analytic (ARE) & 25 Campaign Rules

- ▮ Identify high risk members
- ▮ Drive CM automated workflow in the System
- ▮ Support health and wellness conditions

278 Guideline (Care Plan Library)

- ▮ Formulate discussion points associated with health and wellness conditions

135 Forms & Letters

- ▮ Supports member / provider outreach and health and wellness programs detailed above
- ▮ Support general care management activities

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In addition to TriZetto® CareAdvance Enterprise®, 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.

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