TriZetto® QicLink™ Customer Service
Enhance the customer service experience with browser-based technology

To deliver quality customer service, your representatives need ready access to multiple levels of information, while your management team needs to monitor and track call volumes and performance levels.

Use the Customer Service module's internet browser-based formats to provide a personalized homepage with customizable view and sort options, as well as 'point and click' access to information fields.

Extensive display and inquiry functionality supports rapid and accurate call resolution.

cognizant®

The web-based Customer Service module provides a QicLink-integrated solution in an internet browser-based format for comprehensive customer service data access, information tracking and reporting.

The QicLink Customer Service module is part of the Cognizant® line of TriZetto® Healthcare Products—a portfolio of software products that helps healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience.

The system lets representatives easily manage call activity using point-and-click functionality, dropdown boxes, scroll lists and multiple sort and display options. Call detail is captured, and unresolved queries can be referred to another individual or department. Managers can track, store and generate reports on all incoming and outgoing calls based on multiple criteria.

Personalized homepage

A personalized homepage allows you to see all open calls and call referrals. The call log includes input and display of call inquiry and resolution, and prints a hard copy record of calls.

Customer service reps can close, re-open, refer or search for a call or claim and view their current call statistics all from their homepage. A client call inquiry allows users to view an online display of customer call information entered on current or prior calls, while a productivity tracking option keeps track of open, closed and referred calls by employee. Prefill functionality automatically populates:

- Call number, open date, time and employee (service rep) fields when opening the call

- Close date, time and employee (service rep) fields when closing a call
- Prebuilt, frequently used call descriptions
- A link to a stored document or the URL of a website

Streamlined inquiry capabilities

The enrollee/member information screen displays a wide array of detail in its initial window to support service efforts, including:

- Demographics
- Coverage
- Address
- Coordination of benefits

Additional inquiry information is available on notes to file, completed claim history, accumulation amounts and limits, pended and suspended claims, code descriptions, and preferred provider organization contract detail.

The software also enables summary plan description (SPD) document attachment by plan number. The SPD is displayed by clicking on the plan number in the inquiry screen—making it easier to respond to questions where SPD information is required. ID card requests can be generated, as well.

Increase productivity and accuracy

With the broad capabilities and flexibility of the Customer Service module, you can increase the accuracy and the productivity of your customer service areas by:

- Providing service reps with faster access to the information they need
- Increasing staff productivity through shortened response time
- Simplifying call tracking and follow-up with clearly designated call responsibilities
- Identifying and addressing communication issues via call categorization
- Quantifying your services using hard data to illustrate client support efforts
- Allocating customer support resources using call volume data
- Increasing staff extensibility by using the internet to deliver system access to home-based employees

Reach your objectives faster

In addition to TriZetto QicLink Customer Service, we offer an extensive line of solutions and services that harnesses 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.

cognizant®

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or follow us @Cognizant.

World Headquarters

300 Frank W. Burr Blvd.
Suite 36, 6th Floor
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

280 Bishopsgate
London
EC2M 4RB
England
Tel: +44 (01) 020 7297 7600

India Operations Headquarters

5/535, Okkiam Thoraipakkam,
Old Mahabalipuram Road,
Chennai 600 096
Tel: 1-800-208-6999
Fax: +91 (01) 44 4209 6060

APAC Headquarters

1 Fusionopolis Link,
Level 5 NEXUS@One-North,
North Tower, Singapore 138542
Phone: + 65 6812 4000