

COGNIZANT | TMG HEALTH

# TMG CORE™ OPERATIONAL BENEFITS

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**Cognizant**

 **TMG Health**  
A Cognizant Company

## Operational Benefits of TMG CORE Platform as compared to legacy processing



TMG CORE is a next generation technology platform built specifically to administer the unique requirements of government health programs. Built by users, for users, TMG CORE leverages the collective mindshare of our subject matter experts, experienced in the day-to-day administration of Medicare Advantage, Medicare Part D, Managed Medicaid, Dual Eligible programs and Medicare Supplement plans.

TMG CORE manages key business functions including enrollment, reconciliation and premium billing. The platform reduces manual process and provides a compliant, single source of truth for all member data... all in real time.



### TMG CORE BENEFITS

- Data Management
- Operational Efficiency
- Security
- Compliance & Transparency
- Adaptability/Integration

## DATA INTEGRITY AND VALIDATION

- Reduction in eligibility-related PDE discrepancies
- Improved first-pass rate for CMS submission file transaction accuracy

## EVENT-DRIVEN BILLING

- Real-time, event-driven calculations
- No system interruption or down time during billing run; all systems remain active
- Increased Customer Satisfaction and Member Experience with real-time calculations available for quote
- Clear Customer Service view into billing information, resulting in:
- Reduction of routing
- Enhanced response to inquiries
- Better overall member experience

## TRR PROCESSING

- Increases amount of automated codes by 49; thus, increasing automation volume by 14.5%
- Automatically reprocesses automated codes that failed validation edits
- Matches non-automated codes to a member record and makes those codes available for a processor to work without the need for manual searching of database for correct records
- Increases visibility of TRR data within the member record; no longer requiring a separate system to access the TRR data, thus eliminating the need to add notation to records
- Eliminates redundant data from multiple sources
- Automatically sends member transactions to a tracker (RFI and OOA;) the end or term date is populated systematically (not by a processor), thus eliminating compliance risk
- Populates all member work in one workbasket, facilitating a one-click process for plan changes, premium changes, disenrollments, or cancellations

## DATABASE DESIGN AND BENEFIT HIERARCHY

- Designed specifically for Government Program Database
- Reduces steps needed to perform plan selection

## ENROLLMENT/DISENROLLMENT PROCESSING

- Reduces steps required to process transactions (enrollments/disenrollments, plan changes, etc.)
- Improves accuracy of data for front end edits
- Stores critical, relevant audit data at the transaction level

## DASHBOARDS/REPORTING

- Delivers real-time dashboard reporting within TMG CORE system
- Provides single source for all work items
- Reporting mechanism monitors SLA/CMS compliance by work type
- Increases management effectiveness with cross-client dashboards
- Gives clients access to real-time dashboards
- Utilizes UI data integrity rules to prevent manual entry errors
- Increases automation
- Improves CMS audit universe generation
- Improves accuracy of LEP exhibits
- Database houses all fields specific to LEP
- Provides full LEP tracking and reconciliation

## FULFILLMENT

- Reduces fulfillment errors by providing front end error validations
- Utilizes an exception workflow process to ensure error handling is completed
- Simplifies the process and database to handle letter reconciliation

## FULFILLMENT (CONTINUED)

- Attaches all inbound and outbound correspondence directly to member record

## OUT OF AREA PROCESSING

- Consolidated tracking leads to less manual intervention and increases SLA performance
- Increases timeliness of CMS submission
- Provides full Out of Area tracking and reconciliation

## MANUAL LETTERS

- Utilizes various data fields to promote straight mapping vs. calculations
- Reduces manual letters which leads to increased SLA performance

## CMS SUBMISSION

- Eliminates service level risks by providing near real-time submissions to CMS and transparency to management via real-time dashboards

## ATTESTATION PROCESSING/ RETROACTIVE PROCESSING

- Allows visibility, tracking and resolution of discrepancies for full life cycle through attestation discrepancy/retroactive submission workflow
- Identifies Category II and Category III discrepancies at point of CMS submission request

## MISCELLANEOUS CORRESPONDENCE

- Enhances identification and tracking processes for inbound images
- Retrieves images via TMG CORE interface
- Retains both inbound and outbound images within the member record

## ROUTING

- Improves visibility and accuracy of aging inventory through Case Management approach

## RFI/RDS NO-RESPONSE DENIALS

- Utilizes single-click processing
- Increases accuracy and compliance by automating letter requests

## APPEALS AND GRIEVANCES

- Eliminates the need for manually accessing and manipulating letter templates by incorporating an internal letter creation template
- Employs a process-driven approach which allows for accurate tracking and reporting
- Assists the CSR in classifying the complaint type by providing an on-screen survey style guide; leads to more accurate initial classifications, as well as a better overall member experience

## CUSTOMER SERVICE

- Provides a logical navigation technique when viewing the membership information, by using the drop downs; thus allowing CSRs to view specific sections of information
- Assist CSRs in providing more specific historical information in response to the caller's question by incorporating a search function
- Utilizes workbaskets to allow the most urgent task to be addressed first; thus improving date-driven compliance
- Provides more thorough and accurate documentation by being more formulaic
- Improves call handle time by following the flow of a call and creating items as they are clicked on, and by automatically triggering appropriate letters

## REQUEST ID CARD/CORRESPONDENCE

- Utilizes a simple process to auto trigger ID card and member correspondence on-demand

## CALL PROCESS FLOW

- Provides improved functionality by streamlining call flow and automating the selection of subject/category; thus eliminating the need for the CSR to determine and select call subject/category

## CALL SCRIPTING

- Gives business users the ability to change call scripting as an administrative function within department, as opposed to being deep in code; thus eliminating dependency on IT

## OVERVIEW TAB

- Consolidates 80% of the information a CSR needs to view into one tab; thus eliminating the need to migrate to various tabs/sub-tabs to locate necessary information (multiple common items appear such as member data, demographic, eligibility, billing, etc.)

## RECENT ACTIVITIES TAB

- Incorporates a tab which provides a listing of all recent events that have occurred with the member, and has the capability to drill down to a deeper view; thus eliminating the need for the CSR to search for the activities when on a call

## BILLING-SPECIFIC TAB

- Incorporates event-driven billing which calculates billing in real-time; giving a CSR access to a much larger amount of billing data which is laid out in a clear, concise manner

## CALL DOCUMENTATION

- Streamlines the call documentation process and reduces some of the free form note taking, or manual typing
- Decreases routing from Customer Service to other departments
- Increases customer satisfaction due to first call resolution

## MEMBER-SPECIFIC CORRESPONDENCE

- Attaches all correspondence received from a member, or generated to a member, to the member record; thus providing easily retrievable and viewable image copies of all correspondence

## OUTBOUND CALL CASES

- Provides instant visibility to all outbound call items; thus eliminating the need for CSRs to search for any other outbound call routes that may exist

## DATA FILES TAB

Allows visibility into an individual's inbound and outbound data files without having to search through the raw file

- Batch Membership File
- BEQ Inbound/Outbound
- CMS Submission
- TRR
- LEP LIS
- MPWR
- Part D COB



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