

COGNIZANT | TMG HEALTH

# TMG CORE™ CAPABILITIES

2018



**Cognizant**

 **TMG Health**  
A Cognizant Company

## TMG CORE™ Solution for Government Programs Management - Medicare Part D/PDP



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.



- Business, Utility, & Data Services
- Information Exchange Protocols
- Database Management System
- User Interface Portal Technology
- Security & Identity Management
- Business Activity Monitoring & Management
- Service Orchestration, Mediation, & Governance
- Business Process & Business Rules Management

## COMPLIANCE

- Scalable

## ADAPTABILITY

- Audit Support
- SOA

## SECURITY/BUSINESS CONTINUITY

- File Management
- Microsoft SQL
- IBM Data Power

## EFFICIENCY

- Dashboards/Reporting
- Informatica
- PEGA Rules

## CUSTOMER SERVICE

- Customer Capture
- Telephonic Enrollment
- Inbound Member Call
- Outbound Member Call
- CSR Portal Layout
- Appeals and Grievances
- Part D COB
- Returned Mail
- Miscellaneous Correspondence
- Inbound Provider Call
- + Inbound Claims Call
- + Outbound Provider Call
- + Claims View in CSR Portal
- + Prior Authorization History
- + Provider Network Search Functionality
- + Claims Search Functionality
- + HRA Surveys
- + MSP Processing

## CLAIMS ADMINISTRATION

- + Paper and EDI Claims
- + Claims Data Capture
- + Crossover and Run-Out Claims Management
- + Comprehensive Benefit Configuration
- + Comprehensive Claims Adjudication
- + APC Pricing and
- + DRG Grouping
- + Image Indexing, OCR & Archiving
- + Claims Adjustments
- + 1099 Data
- + Encounter Data Processing System (EDPS)
- + Medicare Secondary Payer
- + Fraud, Waste and Abuse
- + Clinical Claim Editing

## MEMBER MANAGEMENT

- Address Change
- Denial
- Enrollment Application
- Involuntary Disenrollment
- Member Match
- Plan Change
- Premium Withhold Change
- Responsible Party Change
- RFI
- Voluntary Cancellation
- Voluntary Disenrollment
- Processor Portal Layout
- + PCP Management

### CAPABILITIES KEY

- PDP Capability
- + Additional MAPD Capability

## RECONCILIATION/ATTESTATION

- Acumen
- BAE
- RPC Submission
- RPC Disposition
- PDP Auto Enrollment
- Attestation Processing
- Duplicate Logic
- TRR Processing
- BEQ Processing
- BCSS Processing
- + MA Auto Enrollment
- + MA Facilitated Auto Enrollment

## FULFILLMENT

- Template Creation
- Template Storage
- Template Approval Process
- ID Card Extract Creation
- Letter Extract Creation
- Printer Routing
- Printer Response Processing
- Statement Extract Creation

## BILLING

- Apply Billing Adjustment
- Apply Receipt
- Billing Batch
- Delinquency
- Issue Refund
- NSF Reversal
- Transfer Receipt
- LEP

### CAPABILITIES KEY

- PDP Capability
- + Additional MAPD Capability

## ABOUT COGNIZANT | TMG HEALTH

Cognizant | TMG Health is a leading national provider of expert solutions for Medicare Advantage, Medicare Part D and Managed Medicaid plans. With more than 19 years of experience of providing technology-enabled services to the government market exclusively, our knowledge of health plan processes, CMS requirements and the daily challenges plans face within the government market is second to none. Our expertise, coupled with a strong commitment to our Clients' success, positions us as a trusted advisor and partner who can help solve the challenges of today and prepare for those of tomorrow. Cognizant | TMG Health has a legacy of serving both large and small health plans and Pharmacy Benefit Managers, across the nation. We offer a full range of tried and true solutions and can manage the processes for the complex Dual Eligible population.

**Cognizant**

 **TMG Health**  
A Cognizant Company

### Corporate Headquarters

100 Four Falls Corporate Center  
Suite 406  
Conshohocken, PA 19428 USA  
Phone: +1 610 878-9111

### National Center of Excellence for Medicare/Medicaid Services

25 Lakeview Drive  
Valley View Business Park  
Jessup, PA 18434 USA  
Phone: +1 570 344-9237