

Kern Health Systems

Supporting Rapid Expansion and Replacing Inefficient, Outdated Core Software with TriZetto® Solutions.

The Client

Headquartered in Bakersfield, California, Kern Health Systems (KHS) was established in 1993 as a managed care health plan, and is the largest health plan in Kern County. Kern Health Systems currently serves over 222,000 members, including Medi-Cal recipients, and has plans to add Medicare services to its list of offerings.

The Challenge

Kern Health Systems was growing rapidly but the plan's existing core administration legacy system was outdated and at the end of its life-cycle. The application required significant continued investment in manual processes and staffing, and there was concern about the software's ability to meet changing regulatory requirements.

The major challenge for KHS was finding the modern technology they needed to support their dramatic expansion, and then implementing that technology within a tight 12-month timeframe in order to meet the demands of their increased membership.

“KHS reviewed the proposed migration path from our existing vendor, as well as eight other competitive replacement systems. The TriZetto QNXT™ system offered the most transparent, cost effective and prudent solution to meet our needs.”

– Richard M. Pruitt, Chief Information Officer, Kern Health Systems

The Solution

Kern Health Systems reviewed numerous software and services offerings before choosing the award-winning QNXT application to support their rapid business growth. KHS also engaged TriZetto Consulting Services for an efficient, effective implementation.

With advanced service-oriented technology and patented architecture and logic, QNXT is a comprehensive solution with measurable results that can help KHS take advantage of market changes and supports them as they navigate healthcare reform.

The TriZetto solution also addresses key KHS business, technological and operational requirements:

- Used by similar California-based plans - supporting 4.3M Medi-Cal members
- Enables auto-adjudication levels as high as 85 percent
- Alignment with a leading core software company with strong financials, significant R&D spending, attunement with applicable regulatory changes and extensive Medi-Cal experience.

The Client

A California-based managed care plan serving over 222,000 members.

The Challenge

Find and implement a modern system replacement solution that could accommodate the Plan's significant ongoing membership growth and market expansion goals.

The Solution

TriZetto QNXT™ solution and TriZetto Consulting Services.

The Result

- A successful system implementation that closely met the Plan's budget objectives and 12-month timeframe.
- Week one auto-adjudication rates of 76 percent - more than 20 percent higher than those of their legacy system.
- Additional staffing requirements post-implementation were 50 percent less than expected due to the smooth transition.
- Developed an Optical Character Recognition (OCR) process into Electronic Data Interchange (EDI) that was critical to meeting a KHS deadline.

TriZetto's Consulting Services combine application know-how and best practices to help health plans effectively implement their QNXT application and increase system effectiveness.

The Result

In choosing the TriZetto QNXT core administration system, and engaging the support of TriZetto's Implementation Consulting Services, Kern Health Systems was able to closely meet their 12-month implementation timeframe and budgetary requirements.

QNXT also delivered the new system gains that were high priority items for KHS:

- Easily accommodated significant plan membership growth during the implementation
- Achieved and maintained more than 20 percent higher auto-adjudication rates than those of their legacy system
- Supports ongoing applicable regulatory compliance for Medicaid programs

While the QNXT software capabilities met the technical needs of KHS, they also needed their new solution to deliver results right from the start. The implementation had to go smoothly and customer service levels had to be maintained.

TriZetto's Consulting Services came in with a team of highly qualified professionals to work closely with a dedicated and focused KHS internal team to move through the implementation process.

TriZetto Project Manager, Steven Kondratko notes, "The Kern and TriZetto resources really came together as a project team. This collaboration allowed the project to be successful." It also helped that Kern executives were involved throughout the implementation process. As the project moved into the 'go live' phase, the QNXT implementation team along with KHS claims and member services teams were able to identify and quickly address business critical queries.

"Our QNXT implementation exceeded my expectations. We required less extra support than anticipated after go-live."

–Douglas Hayward, Chief Executive Officer, Kern Health Systems

Because TriZetto is part of Cognizant, the company also has ready access to an extensive array of highly qualified technical resources that are not available to other technology vendors. This proved to be a valuable asset to the KHS project. As the implementation progressed and the team needed resources with different technical aptitudes, such as relational database skills, Cognizant was able to quickly call upon the specific resources required to move the project forward.

According to Rob Scavo, president of payer markets for TriZetto, "A lot of the credit for the success of this implementation goes to Kern. KHS dedicated the quality resources needed to move this project forward and integrate our QNXT system into their operation. Our combined resources created an implementation 'dream team' that delivered some of the most positive implementation results I've seen."

Shanthan Ramasahayam Delivery Director adds, "This was a true group effort. Having the support of the TriZetto Services team enabled us to achieve the immediate results we were hoping for when we brought the system live. The added bonus of being able to get Cognizant technical resources whenever we needed them made a tremendous difference in reaching our goals."

For more information about how TriZetto can help you enhance revenue growth, drive administrative efficiency, and improve the cost and quality of care, call 1-800-569-1222 or visit www.trizetto.com.

"Thank you for the tireless support of the TriZetto Implementation team in getting us prepared to implement QNXT. Your team has been outstanding! We look forward to a successful implementation and becoming one of your show-case Medicaid Health Plans."

*Alan Avery,
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