

Complaints, Appeals and Grievances Solution

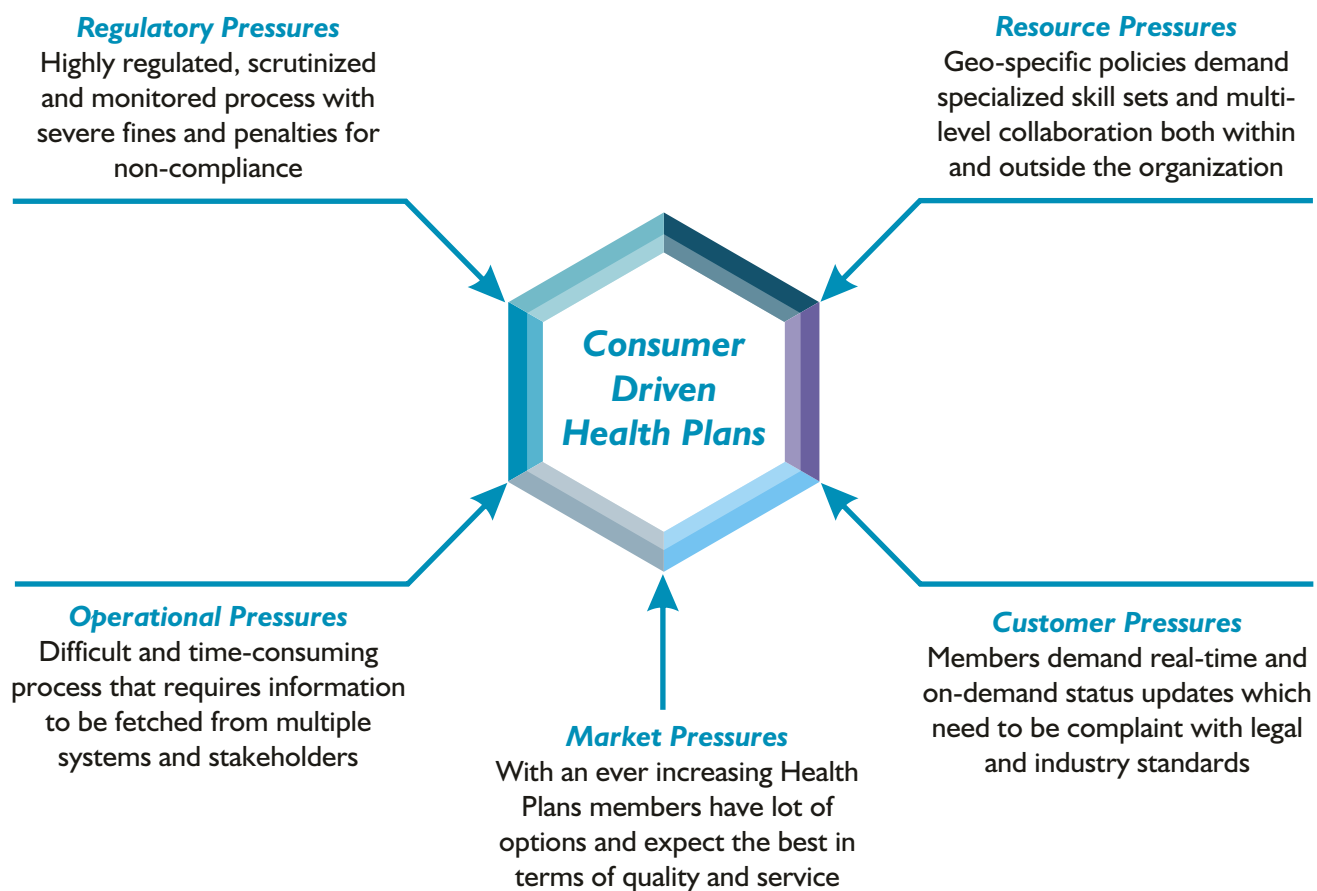
Driving Operational Innovation for Enhanced Customer Service



Overview

In the era of Consumer Driven Healthcare the effective management of Complaints, Appeals and Grievances (CAG) can provide a competitive edge to any Health Plan. Quick and accurate resolution ensures a superior member experience that can improve star ratings, prevent legal and financial penalties and most importantly enable member satisfaction. In its current state the CAG process at most Health Plans is extremely labor-intensive and time-consuming. There is a high degree of unpredictability and strict regulations governing case specific SLAs which make close scrutiny and accurate resolution an imperative.

Health Plans need to thrive in a High Pressure Business Landscape



Today, Health Plans need a unified platform that streamlines the appeals and grievance life cycle through automated processing, robust tracking and seamless communication.

The Newgen Complaints, Appeals and Grievances Solution

Newgen promises Health Plans centralized control and a superior member experience for CAG. Newgen's solution is built on a configurable process automation and improvement framework with a dynamic intake engine to streamline the inflow of CAG from disparate sources like email, paper mail, customer service, web portal, walk-ins, fax and CMS. The smart rules engine prioritizes all transactions and enables intelligent case routing resulting in quicker and more accurate resolution. All decisions, notes and exceptions are captured within the system for future reference and enterprise wide audits. The process monitoring dashboard measures the processes against extensive performance metrics to ensure consistency and accountability. At each stage, the appropriate inward/outward communication streams are initiated and recorded automatically for an enhanced member or provider experience.

Streamlining Appeals and Grievances Lifecycle From Origination to Resolution

1

Seamless Intake

Multiple intake channels for all types of documents

2

Smart Routing

Automated workflow with skill & role based assignment of work

3

Faster Processing

Auto Prioritized escalations and reminders with real-time performance dashboard and reports

4

Efficient Communications

Template based Correspondences and unified interface with internal and external systems

5

Compliance

Comprehensive audit trail and security systems to maintain process sanctity

Business Benefits

Case Management

- ❖ Streamlined intake processes across multiple channels
- ❖ Skill based, role based and case based routing of cases
- ❖ Automated due date calculations, decisions, validations and case prioritization
- ❖ Real time alerts, reporting dashboards and To-Do Lists
- ❖ Version control for long running cases

Content Management

- ❖ Rules driven routing and redirection of files
- ❖ Automated capture of critical documents such as signature forms, physician reports, etc.
- ❖ Storage of attachments, member, provider, claims, and authorization data within the case
- ❖ Secure vault of case documents with access and audit driven rights
- ❖ Version management of documents via unified repository

Communication Management

- ❖ Automated selection of letter templates with pre-populated information
- ❖ Real-time acknowledgment, notifications & status updates to appellants
- ❖ Guided procedures with best-practice-based templates
- ❖ End-to-end process visibility with real time analytics

Compliance Management

- ❖ Meet the HIPAA, NIST, HITECH, FIPS and FIPs standards
- ❖ Secure access to information with system controlled rights to download, print, copy, and checkout
- ❖ Real time reports on document changes along with timestamps
- ❖ Extensive audit trail with detailed, long-term record for every case

About Newgen

Newgen Software is a leading global provider of Business Process Management (BPM), Enterprise Content Management (ECM), Adaptive Case Management (ACM) and Customer Communication Management (CCM), with a global footprint of 1300+ installations in 60+ countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2013. Newgen has been assessed at CMMi Level3.

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