# APPEALS AND GRIEVANCES

## Increase efficiency and ensure compliance through automation

Your members demand swift resolution to the appeals and grievances they file, and regulations require you to track, manage and document these cases in a timely, specified manner. Don't let manual, paper-based processes muddle your appeals and grievances workflows, opening you up to lengthy audits, corrective action and stiff fines.

Hyland Healthcare's Appeals and Grievances (A&G) solution is designed to manage all of your cases from beginning to end. With automated workflows that increase user and process efficiency, the software ensures your A&G activity is compliant and meets all deadlines.



INTAKE

Hyland Healthcare A&G solution

Case Packet Generation

Compliance Reporting

Performance Monitoring

Correspondence Management

**Hyland®**

# Hyland Healthcare offers a powerful tool for all lines of business including commercial, Medicare and Medicaid.

## Plan matrix



The plan matrix allows for the modification of rules an individual plan activities.

## CUSTOM MATRICES FOR PROCESS CONTROL

Hyland Healthcare offers a powerful tool for all lines of business including commercial, Medicare and Medicaid. Our software provides a customized matrix for each of these business lines that facilitates A&G review and management.

For commercial payers, our plan matrix helps simplify the management of multiple plans. With this tool, payers have the ability to configure activities based on a specific plan's needs — they can review rules per plan, SLAs, as well as mandatory and voluntary actions. The plan matrix makes it easy for users to see and report on all case data and analyze performance metrics associated to individual plans.

For Medicare, our A&G solution is designed based on the specifications outlined in the published guidance from the Centers for Medicare and Medicaid Services (CMS). The tool ensures all data is captured and properly formatted, enabling universes to be generated at any time with the click of a mouse. With Hyland Healthcare, users can proactively manage the quality of their reports to ensure compliance with CMS requirements, timeliness of reports, and completeness and accuracy of data for audits.

## CMS Universe



Automatic capture of data throughout the process allows users to generate their CMS universe with the click of a button.

The dashboards provide all the tools necessary to make educated decisions to address urgent matters and bottlenecks, which helps eliminate delays and improve service quality.

For Medicaid, Hyland Healthcare provides a state matrix that simplifies the management of multiple states by giving plans the ability to configure business rules based on a state's specific needs. Similar to our plan matrix, the state matrix allows users to review and change rules per state, SLAs, and mandatory and voluntary actions.

## DATA DASHBOARDS PROVIDE ACTIONABLE INSIGHT

Hyland Healthcare's A&G solution provides in-depth reporting dashboards that facilitate decision making and process improvements. Managers can report on cases by plan, data or priority. Alerts can also be set when cases are approaching their due dates to ensure prompt action is taken. The dashboards provide all the tools necessary to make educated decisions to address urgent matters and bottlenecks, which helps eliminate delays and improve service quality.

**State matrix**



The state matrix allows plans to adhere to federal and state requirements.

## CREATE CORRESPONDENCE AUTOMATICALLY

Timely and organized correspondence is essential when communicating with members and providers. Hyland Healthcare's A&G solution automates the generation of these communications by creating a central library of templates and leveraging data that already exists within the business environment. Correspondence can be automatically created in response to different events with the date and time of the action being stored and tracked. This automated correspondence process helps ensure data integrity and reduces the human error that often accompanies manual creation.



With these capabilities and more, you'll be well positioned to swiftly address any A&G request, remaining compliant while enhancing member satisfaction.

Learn more at **Hyland.com/Healthcare-Payers**

**Hyland**®