Newgen’s
Appeals and Grievances Solution
Overview

In the US healthcare industry, the process of filing appeals and grievances (A&G) is closely monitored and regulated for healthcare payers. They must follow the Centers for Medicare and Medicaid Services (CMS) strict regulatory criteria regarding responses, escalations, tracking, and reporting. Furthermore, state laws mandate prompt dispatch and effective A&G administration.

Newgen’s Appeals and Grievances Solution, built on NewgenONE—a low code digital transformation platform—enables healthcare payers to speed up the complete process and deliver a superior member experience. The solution helps provide prompt resolutions, reduce operational costs, eliminate manual errors, increase overall profit margins, and ensure the satisfaction of members and providers.
Simplifying Appeals and Grievances with Newgen

Newgen’s Appeals and Grievances Solution is designed to adapt to the changing CMS guidelines and helps efficiently manage the end-to-end process, from initiation to offering resolutions.

Leveraging the solution, backed with artificial intelligence (AI) capabilities, health plans can expedite the process and resolve members’ appeals & grievances faster while staying compliant with state-level and CMS guidelines. The built-in rules-based engine manages the complex SLA logics, prioritizes transactions, and enables intelligent case routing. The solution helps distribute unpredictable workloads and send automated correspondences to members and providers.

In addition, the solution offers:

**Intuitive workflows**
for Administrative Law Judge (ALJ), Medicare Appeal Council (MAC), Judicial review level of appeals, offering a one-stop solution for resolving different appeals and grievances issues

**Detailed audit trails**
to perform ‘internal audits’ and identify the root cause of outliers before the regulatory audit

**Unique functionalities**
to capture all decisions, notes, and exceptions for future reference. The monitoring dashboard measures processes against performance metrics to ensure consistency across the process and accountability among users
Key Features

Duplicate and Previous Case Management
- Automatic checker to flag duplicate entries and avoid fraudulent activities
- Ability to identify closed cases with similarities to active ones and offer insights for quick case resolution

360-degree Case Visibility
- Coherent view of members and providers
- Comprehensive dashboard to conveniently manage cases
- Periodic status reports and member case updates to business managers

Automatic Document Generation
- Automated preparation of documents that summarize information about cases and case artifacts

Audit Documentation and Packet Generation
- Downloadable case packets, containing case information, for internal and external audits
- Data packages for historical and archived cases for CMS auditing

Comprehensive Reporting
- Productivity reports to identify bottlenecks and required areas of training
- Operational reports to run operations efficiently and manage the workforce
- Compliance reports to ensure compliance with regulatory mandates
- Business report to cater to a custom business requirement or an integrated module

Unified System for Information Capture
- Integrated system to create new cases from custom web portals, e-mails, fax, etc.
- Auto-fetching of member/provider eligibility details from the core system
- Automated identification of untimely filing and support for multiple claim line processing
Newgen’s Appeals and Grievances Framework

- Mail
- Member Portal
- Provider Portal
- Customer Service
- Manual

Case Collaboration

- MD Review
- Clinical Review
- Case Extension Review
- Consultant Review
- Case Priority Review

- State Fair Hearing
- IRE Maximus Challenge
- IRE Maximus
- ALJ
- MAC
- Judicial Review

Intake Audit

External Agencies

Post Close Audit

Intake > Acknowledge > Research > Effectuation > Completion > Archival

Claim System
- Automated Correspondence
- Other Departments

Realtime Status

IVR
- Customer Service

Active Directory

Reporting Dashboard

NewgenONE Digital Transformation Platform
The Solution: Key Differentiators

Problem Statement

Many appeal files lack AORs¹ and WOLs², making it time-consuming for coordinators to send correspondences. Additionally, coordinators manually locate the original appeal file to link them with the original case after receiving AORs & WOLs.

How Does Newgen Solution Help

The solution automates the sending of necessary correspondences and ensures timely follow-ups for missing AOR’s/WOL’s on appeal files. If these documents are not received timely, the case is dismissed. Additionally, the solution automatically identifies and links incoming AOR’s and WOL’s with the original files, significantly reducing the workload, time, and effort required from coordinators.

Business Benefits

End-to-end automated process and time savings for coordinators.

Improper case assignment, leading to the failure of the overall process

The solution auto assigns cases to coordinators based on skill sets or availability, without any intervention. The assignment algorithm maps multiple appeal variables to coordinator attributes, enabling efficient case allocation.

Higher transparency & accountability among users

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1. Authorization of Representation
2. Waiver of Liability
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<tr>
<th>Issue</th>
<th>Solution</th>
<th>Benefits</th>
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<tr>
<td>Manual review of variations in content, resulting in excessive time</td>
<td>The solution auto-triggers correspondences over CMS-approved templates and enables complete</td>
<td>Reduced errors, standardized process</td>
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<td>spent on sending notifications to members and impeding the overall</td>
<td>status tracking, freeing up coordinators’ bandwidth to perform constructive tasks</td>
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<td>process of meeting State and Federal regulations regarding appeals &amp;</td>
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<td>grievances</td>
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<td>Case managers perform repetitive, monotonous tasks due to broken</td>
<td>The solution identifies and scripts similar patterns while integrating all denial rules,</td>
<td>Higher workforce productivity</td>
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<td>systems and processes that hinder the straight-through processing</td>
<td>eliminating human intervention. With integrated RPA capabilities, health plans can free up</td>
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<td>of cases and offer resolutions based on plan codes. A significant</td>
<td>the bandwidth of knowledge workers while eliminating repetitive and mundane tasks</td>
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<td>portion of appeals processing results in ‘denials’ due to providers’</td>
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<td>non-participating status, consuming excess bandwidth in triaging and</td>
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<td>processing those appeals</td>
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<td>Lack of insights into inventory and heavy fines because of wrong/</td>
<td>The integrated AI-based data models help manage the high inventory volumes while complying</td>
<td>Improved efficiency and intelligent decision</td>
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<td>uninformed decision making on appeals</td>
<td>with regulatory guidelines. Additionally, the assistive decision making models help a</td>
<td>making</td>
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<td>coordinator provide contextually-relevant resolutions</td>
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<td>Incorrect identification of standard/expedited cases</td>
<td>With intelligent document processing capabilities, the solution classifies documents and</td>
<td>Better compliance</td>
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<td>organizes information at the beginning, enabling the coordinator to make timely decisions.</td>
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<td>The smart intake model extracts meaningful information from incoming appeals and feeds</td>
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<td>the same into other modules, allowing users to deliver a smooth member experience</td>
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Simplify Appeals and Grievances, Modernize with Newgen!

At Newgen, we understand the needs and expectations of members & providers, and are committed to helping them expedite the appeals and grievances process. Our dedicated Center of Excellence team provides leadership, innovation, and best practices, focusing on the needs of health plans. The team works proactively on revamping technology frameworks to aid the successful realization of re-engineered business models—all relevant today and tomorrow.

Customers Achieve Significant ROI with Newgen

- **371% ROI**
- **$37 Million Total Benefits**
- **$29 Million Net Present Value**
- **6 Months Payback**

*Results are for a composite organization

A FORRESTER CONSULTING TOTAL ECONOMIC IMPACT™ STUDY COMMISSIONED BY NEWGEN

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen’s industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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