

Automation of Appeals & Grievances Process for a Leading Health Plan

Overview

The Health Plan is a managed care organization, serving nearly 25,000 members. With a view to enhance member experience and ensure compliance, the Health Plan decided to streamline its document-intensive appeals & grievances process.

Bottlenecks to Greater Member Experience

The Health Plan's customer service department received various Medicaid and Medicare appeals and grievances cases from multiple channels on day-to-day basis. To resolve cases, the department relied on multiple systems and collaborated with various departments such as claims, pharmacy, provider relations and others. The result was high turn-around-time and the risk of non-compliance due to non-standardization of the process. Further, tracking cases coming from multiple channels, low visibility across case information and manual hand-offs added to the growing challenge.

The Health Plan realized the need to streamline its appeals and grievances process to ensure timely and effective resolution of cases and improve star ratings. To embark upon this digital journey, the organization chose Newgen as its technology partner to eliminate manual hand-offs, redundancy and gain process visibility.

Challenges Snapshot

- Manual data entry, resulting in error-prone process
- Lack of standardization, leading to inconsistent information
- Lack of collaboration resulted in high turnaround time
- Low visibility across cases led to less-than-expected member experience
- Lack of monitoring and tracking capabilities, increasing the risk of non-compliance

Driving Compliant and Member-centric Processes

Leveraging Newgen's Appeals and Grievance solution, the Health Plan transformed its process from case initiation to resolution. The solution's dynamic intake engine streamlined the inflow of complaints, appeals, and grievances from disparate sources such as email, paper mail, customer service, web portal, walk-ins, and fax. The engine automatically generated case files for further processing.

Health Plan's Needs	How Newgen's Solution Helped?
Timely and effective case resolution	<ul style="list-style-type: none">➤ Automated workflows and streamlined the inflow of cases from disparate sources with Newgen OmniFlow iBPS. Auto-alerts and notifications ensured adherence to timelines
Manage growing information	<ul style="list-style-type: none">➤ Enabled end-to-end content management with Newgen OmniDocs, allowing for secured archival, identification and easy retrieval of case-related information
Demonstrate better compliance	<ul style="list-style-type: none">➤ Enabled the organization to generate real-time reports and gain complete visibility into the process using business activity monitor (BAM) tool
Foster better collaboration	<ul style="list-style-type: none">➤ Allowed seamless information flow across departments and offered collaborative tools, such as chats



Implementation Impact

Partnering with Newgen, the health plan expedited its resolution process and improved operational efficiencies. With end-to-end visibility and easy tracking of cases, the company improved its overall member satisfaction. Further, extensive audit logs and reporting enabled the Health Plan to stay compliant.

The Vice President of Member Services & Appeals and Grievances department summarizes his experience, *“The implementation of Newgen's solution for streamlining Complaints, Appeals & Grievances management has allowed for greater efficiencies in workflow management and significantly improved our Health Plan's case integrity from a regulatory perspective. The Newgen team is an extremely dedicated partner and we are enthusiastic about our collaboration with them.”*

The Results

- Increased CMS Compliance by 98%
- Reduced Error rate by over 90%
- Timely Report Delivery levels Increased by 50%
- Adherence to Due Date Increased by 50%
- External Agency Collaboration Increased by 60%
- Increased Data Validation by 75%

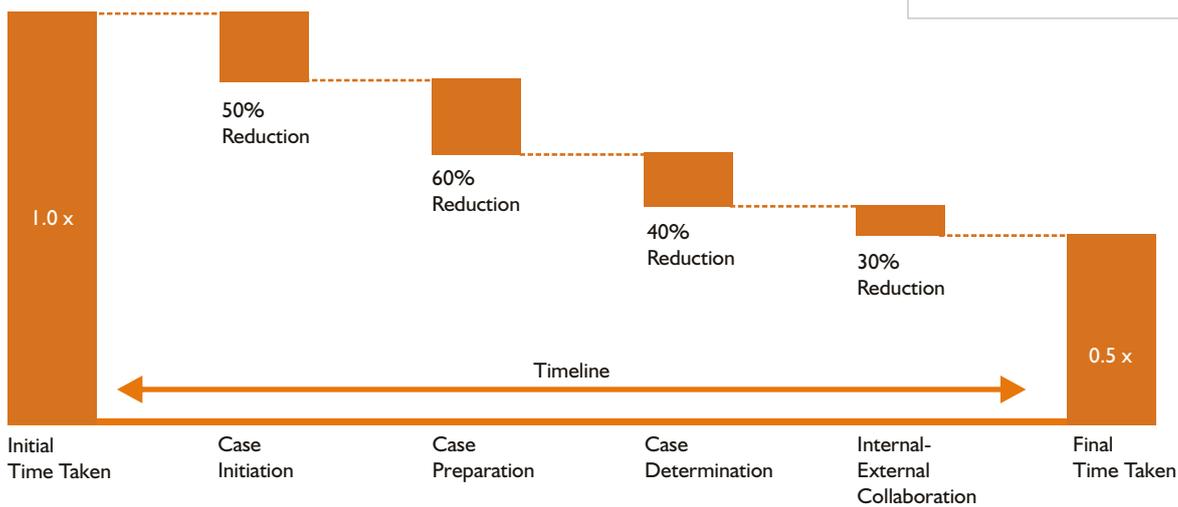


Figure 1

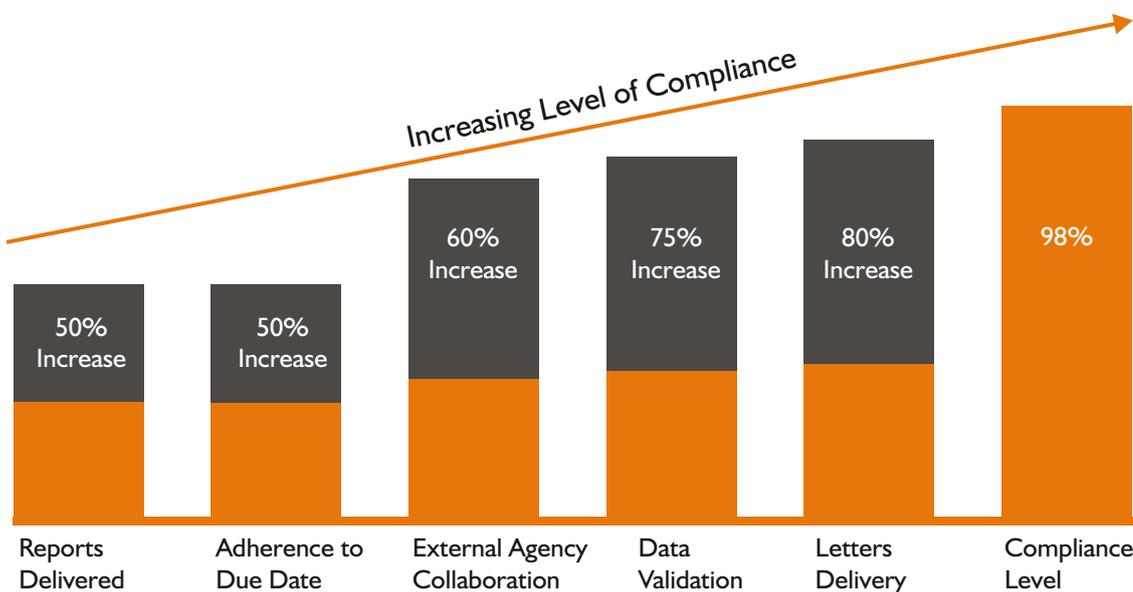


Figure 2

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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