

# Appeals and grievances

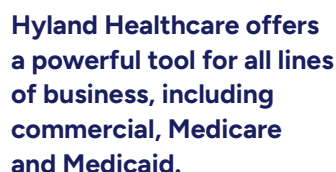
Increase efficiency and ensure compliance through automation



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.






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 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.

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 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.

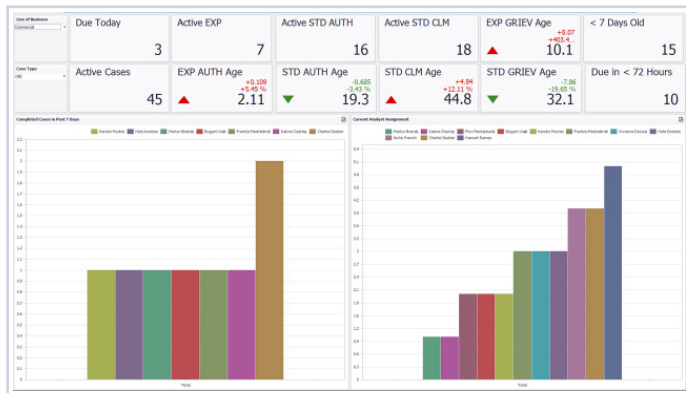
## Data dashboards provide actionable insight



## State matrix

The screenshot shows the Hyland State Matrix interface. It includes a sidebar with navigation options like 'State', 'Details', 'Communications', and 'Related Case(s)'. The main area displays a 'Level(s)' table with columns for Case ID, Case Name, Status, and Action. Below this is a 'State Activities' table with columns for Activity Name, Activity Status, Status, Attention, Case Type, and Priority. At the bottom, there is a 'Related Case(s)' table with columns for Case ID, Case Name, Status, and Action.

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.

The screenshot shows an automated correspondence letter from Hyland. The letter is dated February 25, 2019, and is addressed to Michael Scott at 123 North Main, Scranton, PA 18501. The letter is from the Appeals & Grievance Department at 14725 Detroit Ave, Suite 260, Lakewood, OH 44107. The letter discusses a request for an appeal for physical therapy and provides information on how to name a representative and where to send the 'Appointment of Representative Form'.

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

➔ Explore [Hyland's healthcare payer solutions](#).

## About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

