

Workflow Optimization – Appeals and Grievances

The appeals and grievances process is cumbersome, time-consuming and costly. Requirements vary by product line and compliance standards change often, causing additional manual effort and workarounds. The administrative burden that payors face is significant and growing — especially with a continuous expansion of collecting, tracking and reporting procedures, adding to an already lengthy process.

Expedited appeals further saddle payors with faster response requirements when quality of care issues are at stake. Non-compliance is costly, and fines and penalties can adversely affect a health plan's bottom line and company image.

SunGard EXP automates the member appeals, grievances and reconsideration process. SunGard can help payors improve operational efficiency, increase member satisfaction, establish uniform corporate practices and meet compliance requirements.

Using a customizable library of best-practice workflows, service forms and pre-defined rules, SunGard's appeals and grievances solution helps payors manage all aspects of appeals, grievances and reconsiderations. From case creation through resolution, it leverages SunGard's proven document management, business process management and business activity monitoring technologies to provide a seamless environment.

Standardize and Optimize Processes

SunGard's end-to-end, integrated approach helps to:

- Improve consistency, quality and timeliness of decision making
- Automate the capture of paper, Web, phone, fax and email filings and related documents
- Populate complainant information into the core administration system

By automating the distribution of work, SunGard helps to:

- Prioritize and escalate issues to ensure appropriate follow-up
- Adjust work distribution based on urgency
- Significantly reduce errors
- Ensure established timelines are met
- Identify problem areas to reduce recurring grievances

SunGard's appeals and grievance solution helps payors define determination and reconsideration guidelines, and automate decision-making and consent processes. Plus, it makes the collection of background information more efficient, and provides a mechanism for reopening and revising determinations.



SUNGARD EXP

SINGLE SOURCE
Enterprise Content
Management and Business
Process Management
Solutions

Reduce Cost

With SunGard's EXP, insurers can reduce expenses by replacing paper document handling, routing and storage cost with digital capture. Operational efficiencies keep costly staff increases to a minimum, and process automation and an intuitive user interface help reduce training expenses for new or reallocated employees. Plus, consistent regulatory compliance helps mitigate fines and sanctions.

Ease Compliance

Management reports and online dashboards make operational and compliance monitoring simple, allowing you to quickly prioritize, escalate and take corrective action. SunGard's appeals and grievances solution provides:

- Secure audit trails with incident tracking
- A central repository of all related data to assist in future compliance hearings
- Corrective action tracking and reminders
- Proof of compliance during CMS, state and service level audits
- Elapsed time tracking to meet regulatory and service level compliance standards

SunGard's EXP reporting capabilities offer summary and detail level information for process optimization, departmental planning, staff productivity analysis and regulatory/service level reporting. In addition, the system's role and individual level security, combined with secure audit trails, help ensure consistent accountability.

Improve Member & Provider Satisfaction

SunGard's appeals and grievances solution helps payors to increase member loyalty and reduce provider attrition through faster resolution and higher quality of service. It provides best practice member and provider correspondence templates to help guide front-line staff through communication procedures with members and providers. The system also monitors interactions with members and providers through real-time tracking of communication and documents, tracking of resolution timeframes and business activity monitoring (BAM) dashboards so that management can gauge efficiency.

For more information, visit our website at www.sungard.com/EXP or call 205-408-3473.

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