BROCHURE

Simplifying Appeals & Grievances Processing

Healthcare payers are under constant pressure to manage member complaints, appeals, and grievances amid unpredictable workloads and disintegrated data flows across the enterprise.

Making quick and accurate decisions within a prescribed timeline remains the top priority. However, manual handling of appeals and grievances is often error-prone leading to longer resolution time, fines for non-compliance, and a dip in the CMS star rating.

# Appeals and Grievances (A&G) Processing Solution

Payers face numerous operational challenges in the processing of appeals and grievances due to disparate systems, siloed departments, and error-prone manual handling. The result is non-compliance, audit inefficiencies, and low member satisfaction.

Virtusa's Salesforce-based A&G solution streamlines processing through simplified case management and automated task handling ensuring accelerated case resolutions.

The solution provides intuitive and guided workflows to help users navigate through the complex case lifecycle. With machine learning at its core, the solution enables medical directors to make smarter decisions.

Overall, Virtusa's A&G solution helps payer organizations effectively manage appeals and grievances to achieve higher member satisfaction and better adherence to regulatory guidelines.
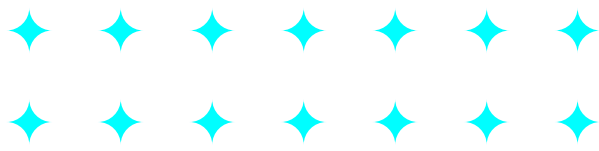
Features

Smart case management: The solution creates individual appeal/grievance cases from the composite complaint based on complaint classification and line of business. It also fetches the member's eligibility details from the core system. All the processing steps are unified through end-to-end case lifecycle.

Artificial Intelligence: Data enrichment and processing is the first stage in the A&G roadmap during which required fields are automatically populated. Duplicate/similar types of previously closed cases are also checked for to offer insights for quicker resolutions.

Adding context to the case: The solution handles appeals for both pre and post service scenarios. Necessary claims and pre-authorizations are embedded into the A&G processing cycle to provide appropriate context.

Document repository integration: Users can add documents to relevant cases with the help of the integrated document repository.

Automated outbound correspondence: It sends automatic acknowledgments and resolution letters to maintain regulatory compliance for all cases.

Smart SLA: Managers can monitor timelines (SLAs) for customer responses and improve customer satisfaction. This feature, complemented with skill-based routing, enhances the ability to take the right action at the right time.

Predictive models: Robust predictive models, bundled with the solution, leverage historical data to enable better decision-making and minimize second and higher-level appeals.

Analytical reports: It offers operational reports to determine the effectiveness of the application in terms of different parameters like number of new complaints, correspondences, appeals and grievances, claims, and authorizations.
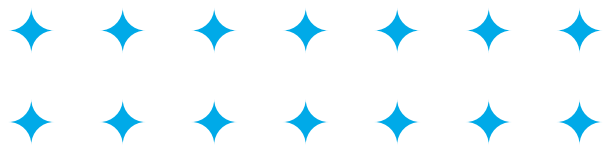
Key benefits

Accelerated decisioning: The solution segments the process into concise, contained, and clearly defined activities routed selectively to the appropriate team members.

Targeted critical data: Display of relevant data up-front to support user decisions and ancillary data available on-demand ensures timely access to critical data.

Automated repeatable tasks: Faster processing can be achieved through automated decision making and routing of common, consistent, and repeatable functions.

Driven user behavior: The solution allows processing of immediately actionable work of highest urgency to adhere to strict deadlines.

Dynamic service levels: Regulatory deadlines are always prioritized by updating case and assignment-level SLAs as needed.

Success stories

Virtusa helped a leading national payer build a consolidated A&G platform by migrating all its legacy applications and ensured uniform treatment of appeals and grievances coming in from all sources.

Virtusa helped a large healthcare payer offering government-sponsored health plans transform its A&G business by migrating processes for all lines of business to a new platform integrated with all enterprise apps.

Virtusa improved customer delight for a leading payer by implementing a new grievance management system that enabled it to standardize and streamline its grievance process.

Why clients love working with us

- With a deep understanding of the complex challenges faced by the payers and a wealth of industry-based experience and knowledge, we have helped numerous organizations embrace new technologies and tread the path of innovation. Our digital engineering heritage, coupled with expertise in the healthcare domain, has enabled global clients to deliver better member and provider care at lower costs.

- Leveraging our years of industry experience, we have built a suite of healthcare products including vLife, Provider Lifecycle Management (PLM), SalesInsights360 and the Appeals & Grievances Solution to help businesses accelerate their operations.

- Our Appeals & Grievances Solution is robust, highly configurable, and easy to deploy, ensuring higher ROI and faster time-to-market for our clients.

- Virtusa's Healthcare and Life Sciences practice has earned the HITRUST CSF® certification. We were assessed against 267 controls across 19 domains, demonstrating our unwavering commitment to managing IT infrastructure, security, and compliance.

About Virtusa

Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of Digital Business Strategy, Digital Engineering, and Information Technology (IT) outsourcing services that accelerate our clients™ digital transformation journeys. Virtusa serves Global 2000 companies in Banking, Financial Services, Insurance, Healthcare, Communications, Media, Entertainment, Travel, Manufacturing, and Technology industries.

Virtusa engages its clients to defend and grow their business by introducing innovative products and services, creating operational efficiency using digital labor, developing operational and IT platforms for the future, and rationalizing and modernizing their IT applications infrastructure. Founded in 1996 and headquartered in Massachusetts, Virtusa has operations in North America, Europe, and Asia.