

Xerox® Workflow Automation Solution for Appeals and Grievances

Not a day goes by without an appeal or grievance arriving at your office. It could come in any form, ranging from hard copy to an online portal—and it could be a life or death matter requiring immediate attention. In some U.S. states, take New York for example, 45% of internal appeals result in the determination being reversed,* which means even larger mountains of information to manage.

Xerox® Workflow Automation Solution for Appeals and Grievances automates the manual aspects and makes the process entirely trackable and more efficient. Your healthcare appeals and grievances coordinators can spend less time on tedious, manual activities and more time making customers happy.

Improve your appeals and grievances review process.

With Xerox® Workflow Automation Solution for Appeals and Grievances, providers and patients submit all materials through one easy-to-use interface. The information is captured and classified using a set of criteria to determine if the appeal involves a life-threatening situation. Then the assignments are prioritized, evenly distributed among coordinators and sent to the right

parties for review and approval. An acknowledgment letter, determination letter or payment authorization notice can be created by the system.

Xerox® Workflow Automation Solution for Appeals and Grievances helps you:

- Deal with high volumes and meet tight deadlines
- Keep a detailed, trackable trail of every approval and document
- Address status issues with real-time reporting and dashboards
- Reduce time, labor and costs associated with manual processing by 30–50% per appeal
- Improve response time for members and providers

Streamline your process for coordinators, providers and patients with Xerox® Workflow Automation Solution for Appeals and Grievances.

The solution captures information, classifies jobs based on priorities you set, distributes cases evenly, supports your approval process and creates an acknowledgment or determination letter or payment authorization.



Reduce costs by 30–50% per appeal.

Prioritize cases and manage workload.

At the first point of appeals and grievances information capture, a set of criteria determines if the appeal involves a life-threatening situation (requiring medical correction or medication) or a monetary one (an adjustment to a deductible). The assignments are automatically (and evenly) distributed among the coordinators to balance workloads.

End-to-end solution from initial capture to determination.

Xerox® Workflow Automation Solution for Appeals and Grievances makes for a simple, thorough and clear process. The user-friendly interface lets providers and patients upload all materials. Then the workflow is immediately triggered and the complaint

routes to the appropriate parties for review and approval. Even better, the associated type of resulting correspondence is generated upon completion of the process.

Automate time-consuming manual tasks.

Eliminate the need to print, file and organize paper documents. Our solution offers high-speed scanning of paper claims and automatic fax distribution.

Fewer administrative tasks to manage means more time for employees to focus on the work that matters most.

Make compliance less of a worry.

As a healthcare payer, you must correctly track and document appeals and grievances or you could face lengthy audits, fines and

unhappy customers. It's not an easy process, but Xerox® Workflow Automation Solution for Appeals and Grievances can help by tracking and documenting every single piece of information regardless of source from start to finish, complete with date and time stamps. You'll know who viewed, edited, printed and routed the appeal or grievance and when. It's all stored in a secure repository for easy retrieval during independent reviews.

Get status updates in real time.

Interactive capabilities allow users to quickly report on everything that happens without needing IT help. A user dashboard provides real-time status reporting so internal auditors, coordinators and executives can have every process detail at their fingertips.

Xerox® Workflow Automation Solution for Appeals and Grievances

Transform your appeals and grievances process into an entirely trackable, efficient and timely workflow.



Appeal or grievance is submitted through one interface



Information is captured and classified based on priority



Cases are distributed to coordinators based on workload



Appeal or grievance is sent to the right parties for review and approval



Acknowledgment or determination letter or payment authorization notice is generated



Learn more at xerox.com/was.

**Private Health Insurance: Data on Application and Coverage Denials," United States Government Accountability Office, Mar. 2001.

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