



Appeals and Grievance Solution for Healthcare

Optimize Appeals and Grievance Processing

AT A GLANCE

KEY CHALLENGE: When it comes to appeals and grievances, healthcare organizations are struggling to improve compliance, increase productivity, improve quality scores, minimize penalties, enhance visibility and reporting and boost member and provider satisfaction.

THE SOLUTION: With the Pega Appeals and Grievance solution, leading healthcare organizations can rapidly deploy highly-automated programs that provide unprecedented control and transparency while increasing customer satisfaction and reducing operating costs.

Medicaid Payer Boosts Efficiency

One of the largest Medicaid payers uses Pega Appeals and Grievances as a unified platform to drive efficiencies and compliance across 12 states. Deployed in just 113 days, the solution delivers a highly automated, innovative program to manage the unique rules and regulations for each state. The payer has achieved higher visibility, compliance and control for the more than 1,000 users managing over 425,000 cases per year.

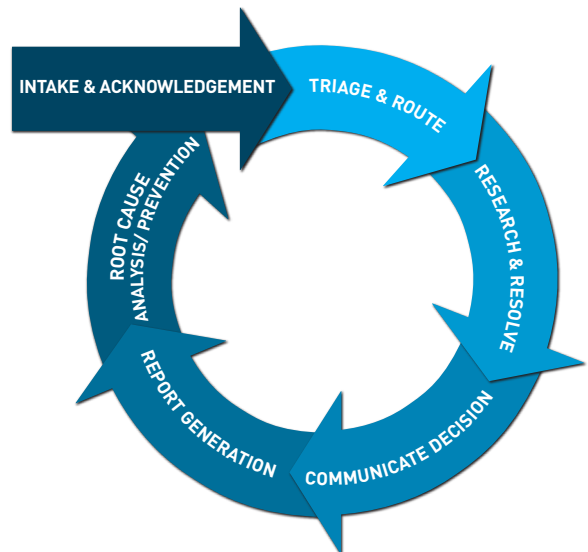
Gain Efficiency, Visibility and Management Control

Pega Appeals and Grievances delivers a proven solution to improve compliance and boost quality scores, such as CMS Star ratings, in appeals and grievance operations. By leveraging the power and flexibility of Pega's rules-driven business process management technology, healthcare organizations can automate processes to improve productivity, compliance, quality scores and Star ratings, while providing outstanding customer service that increases retention and Net Promoter Scores.

Built for agility, the Pega solution enables healthcare organizations to quickly deploy and modify automated appeals and grievances processes for rapid time to value and continuous improvement.

- **Optimize workflows and productivity.** Streamline processes with intelligent automation delivering automated guidance and straight-through processing for simple and complex tasks.
- **Meet internal metrics and regulatory requirements.** Automate escalations to improve Service Level Agreement performance.
- **Continuously improve compliance and performance.** Gain management control and transparency with Pega's visual dashboard and robust set of reports providing real-time insight and monitoring.
- **Achieve unprecedented business agility.** Create, manage, revise and reuse processes without writing any code. Business users can rapidly configure rules to accommodate unique geographic and operational variations across the enterprise.

Complaints and Appeals FeedbackLoop



BUILD FOR CHANGE®

For more information, please contact your Pegasystems representative, visit us on the Web at www.pegasystems.com, or email us at info@pegasystems.com.
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