



Product feature Matrix – Appeals & Grievances

| | Medicare | Medicaid | Commercial |
|---|----------|----------|------------|
| Ingest different document files | ✓ | ✓ | ✓ |
| Mark document as duplicate | ✓ | ✓ | ✓ |
| Copy document to create multiple cases | ✓ | ✓ | ✓ |
| Dynamically changing data elements | ✓ | ✓ | ✓ |
| Ability to create many grievances from one form | ✓ | ✓ | ✓ |
| Age of case tracked | ✓ | ✓ | ✓ |
| Automatically dismiss case | ✓ | Optional | Optional |
| Automatically extend case | ✓ | Optional | Optional |
| User can withdrawal, dismiss, request AI, cancel and/or extend case | ✓ | ✓ | ✓ |
| Track conversations | ✓ | ✓ | ✓ |
| Review QOC decision | ✓ | ✓ | ✓ |
| Manage Escalated Cases | ✓ | ✓ | ✓ |
| Automatic AOR form generation | ✓ | Optional | Optional |
| Automatically generate acknowledge letter | ✓ | Optional | Optional |
| Dashboard reporting | ✓ | ✓ | ✓ |
| Universe creation | ✓ | ✗ | ✗ |
| Quarterly Data Validation | ✓ | ✗ | ✗ |
| Expediated Cases | ✓ | ✓ | ✓ |
| Reminders | ✓ | ✓ | ✓ |
| Notifications | ✓ | ✓ | ✓ |



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| AOR Verification | ✓ | ✓ | Optional |
| Plan Driven Rules | ✗ | ✗ | ✓ |
| State Driven Rules | ✗ | ✓ | ✗ |
| CMS Driven Rules | ✓ | ✗ | ✗ |
| Customized Schedules | ✓ | ✓ | ✓ |
| Automatic case summary packet generation | ✓ | ✓ | ✓ |
| Automatically Generate Decision Letter | ✓ | ✓ | Optional |
| Automatically Generate Dismissal Letter | ✓ | ✓ | Optional |
| Automatically Generate Extension Letter | ✓ | ✓ | Optional |
| Automatically Generate Time Sensitive Letters | ✓ | ✓ | ✓ |
| Visual Process Indicator | ✓ | ✓ | ✓ |
| Request Medical Records | ✓ | ✓ | ✓ |
| Reassign Cases | ✓ | ✓ | ✓ |
| Outreach Tracking | ✓ | ✓ | ✓ |
| Reopen Cases | ✓ | ✓ | ✓ |
| Contextual Help | ✓ | ✓ | ✓ |
| CTM | ✓ | ✗ | ✗ |
| Expedited Priority Review | ✓ | Optional | Optional |
| Performance Review | ✓ | ✓ | ✓ |
| Duplicate Case Check | ✓ | ✓ | ✓ |