



## 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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	Medicare	Medicaid	Commercial
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	✓	✓	✓

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