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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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Product feature Matrix – Appeals & Grievances

	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	✔	✔	✔