

SOLUTION SPOTLIGHT

Commercial | Appeals & Grievances

Increase Efficiency and Ensure Compliance

Healthcare payer organizations face many challenges and staying compliant is a top priority. When it comes to appeals and grievance the process is complex, and many payers fall short in adhering to requirements. Kiriworks Commercial A&G is ready to manage all of your cases from beginning to end. With automated workflows that increase user and process efficiency we eliminate many of the challenges payers face when it comes to timeliness, compliance and process insight.

PROCESS CONTROL
AND OVERSIGHT

USING DATA FOR INSIGHT

CREATE CORRESPONDENCE
AUTOMATICALLY



Process Control and Oversight

Healthcare payers manage multiple plans which at times can be complex and time consuming. Kiriworks Commercial A&G offers a plan matrix that gives the payer the ability to configure activities based on a specific plan's needs. Within the plan matrix, business users can change and review rules per plan, SLAs, mandatory/voluntary, etc. Because of the single source of truth, users always know they are working with current and correct information and can easily see and report on all case and case data, along with performance metrics associated to the individual plan.

The screenshot displays the Kiriworks PlanHolder application interface. The top navigation bar includes options like File, Plan Holder, and Tasks. The main content area is divided into several sections:

- Plan:** Shows details for 'Kirihhealth Platinum' with fields for Plan Name, Plan Type (Medical), Plan Status (Active), Group Number (1234), and Plan Num (1234).
- Level(s):** A table defining plan levels:

Level Type	Mand/Vol	Valid Days	Fiduciary	Plan Handles Appeals	Days Till Due
Level 1	Mandatory	60	<input type="checkbox"/>	NO	30
Level 2	Voluntary	100	<input type="checkbox"/>	NO	30
Level 3	External Review	30	<input type="checkbox"/>	NO	15
- Plan Activities:** A table listing tasks such as 'Analyst Post Decision', 'Analyst Pre Decision Activity', 'MD Pre Decision', 'Missing Required Information Invest...', 'RN Plan Activity', and 'RN Post Decision', with columns for Task Type, Task Status, Queue, and Milestone.
- Related Case(s):** A table showing case details with columns for Date/Time Received, Member Name, Member ID, Decision, and Case Status.
- Details:** Includes fields for Plan Term Date (7/1/2020), Plan Run Out Date (7/1/2020), Natural Disaster Exception (NO), and Exception IR Costs Paid Through Finance (YES).
- Communications:** Provides preferred mailing address (1515 North Rivercenter, Milwaukee, WI 53201) and email (claims@kirihhealth.com).
- Contacts:** Lists contact information for Eric Willis (Account Manager) and Jon Swisher (Account Manager).

The Plan Matrix allows for the modification of rules & individual plan activities.

Using Data for Insight

Process insight isn't always an easy task. Data can be in multiple locations making the analysis for business decisions quite difficult. Kiriworks Commercial A&G provides reporting dashboards that enable businesses to make decisions based on real data contained within a single solution. Managers can report on cases by plan, date or priority. Alerts can be set with cases approaching their due date and action can be quickly taken. Kiriworks Commercial A&G empowers users to make informed decisions necessary to improve the overall quality of their process and overall business.



The Reporting Dashboard allows users to quickly access & digest data to make better informed business decisions.

Create Correspondence Automatically

Within appeals and grievances timely correspondence is crucial when communicating with members and provider. Not only is the timeliness of the correspondence essential, but the content within the letters is too. Kiriworks Commercial A&G manages the generation of this communication by creating a central library of templates and leveraging data that already exists within the business environment. Correspondence is created automatically based on different events within the process and sent out to members and providers. The library of templates ensures data integrity and eliminates process inefficiencies.



Overall Impact

Kiriworks Commercial A&G manages every aspect of the appeals and grievances process. Having a plan matrix gives healthcare payers the flexibility of managing their whole process in a single solution. Compliance is no longer a challenge and the focus can be on increased efficiencies for your business.

DISCLAIMER: While Kiriworks healthcare payer accelerator products are designed to aid in the collection, management and reporting of business content, these products do not relieve users of responsibility to insure compliance with all applicable state and federal regulations and implement procedures to examine and verify for completeness and accuracy of all data and output before its use.

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