

Case Study

An Alabama-Based Health Plan Leverages Compliance-Driven Automation to Digitally Transform its A&G Department

- 3,800** A&G cases
- 8,512** provider disputes
- 100%** first-time pass rate
- 24%** more efficient in case closures than industry average

“ Inovaare’s system has greatly improved our reporting capability. The universe function, in particular, was crucial as we went through a CMS Program Audit. ”

Executive Director of Medicaid, Consumer and Regulatory Affairs

The Situation

A leading regional health plan in the South East that offers Medicare, Medicaid and Commercial plans and provider services was looking for a technology partner who could help their Appeals and Grievance Department to:

- > Improve operational efficiency
- > Streamline workflows and collaboration
- > Achieve reporting integrity



The Challenge

The health plan faced five distinct challenges related to modernizing their Appeals and Grievances system:

- > Complex workflows involving numerous manual steps
- > Delays across workflow, reporting and universe generation processes
- > Inability to generate accurate universes for Part C & D reporting
- > Limited cross-functional collaboration
- > Lack of efficiency and case resolution accuracy



The Solution

Inovaare offered an out-of-the-box solution for managing Appeals & Grievances. The A&G system is an end-to-end solution to efficiently manage appeals and grievances from case intake to closure steps. As a part of this engagement, Inovaare:

- Implemented its compliance-driven, automated A&G workflow with embedded features
 - Flexible role-based user access, including cross-functional teams outside of the A&G
 - Fully integrated universe generation for Part C & D reporting
 - Real-time, synchronized workflow, reporting and universe generation processes
 - Comprehensive reporting for operational transparency
 - Collaborative support model
- Extended CMS compliance consulting and support for navigating CMS Program Audits



The Impact

After going live with the Appeals and Grievances system, combined with Inovaare's Compliance subject-matter experts, the health plan was able to:

- Achieve a first-time pass rate for CMS Program Audit submission for the first time in over 8 years
- Deliver CMS-compliance Program Audit Part C & D reports through accurate universe generation
- Enable lean operations through end-to-end automated A&G workflows
- Deliver enterprise-wide transparency and cross-functional collaboration through comprehensive reporting in real time
- Improve workflow output accuracy through embedded compliance validation rules

Explore Inovaare

Inovaare offers a Generative AI-powered compliance operating platform, industry-leading solutions and consulting services that enable healthcare payers and providers to transform business operations with improved accuracy and efficiency with a low cost of ownership.

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Results

