

CASE STUDY

Transforming Appeals & Grievances and Provider Disputes with Inovaare's BPaaS Solution at a Top East Coast Managed Vision Care Company

EXECUTIVE SUMMARY

The customer partnered with Inovaare to transform their appeals and grievances (A&G) operations. Inovaare's Business Process as a Service (BPaaS) solution, combining an AI-driven platform, SaaS products, and domain-expert staff, delivered significant improvements in efficiency, compliance, and productivity. The collaboration resulted in a 47% reduction in total cost of ownership, and the resolution of 18,000 backlog cases, showcasing the effectiveness of Inovaare's comprehensive approach to driving transformative results.

CHALLENGES

The Customer encountered several challenges in their appeals and grievances operations, such as:

- Uneven case volumes and manual workflows impacting efficiency and member experience
- Need to enhance staff expertise to ensure compliance, timeliness, and accurate case resolution
- Insufficient collaboration with external stakeholders like providers and members
- Difficulty meeting stringent turnaround time SLAs set by Health Plans contracting their services
- Lack of modern technology stack to support industry best practices and ensure compliance

CUSTOMER OVERVIEW

The customer is an East Coast-based leading managed vision care company with over 41 million members. They offer comprehensive eye health and vision care plans through well-known brands, focusing on providing accessible, high-quality, and effective vision care solutions.

Inovaare's BPaaS solution significantly improved our appeals & grievances and provider dispute operations, streamlining workflows and enhancing efficiency. Their expert team integrated seamlessly, ensuring compliance and high-quality case resolutions. We experienced major improvements in productivity and member satisfaction.

SVP A&G
Top Managed Vision Care Co.

[Contact Us](#) for a no-obligation, exploratory call on A&G, Provider Dispute and BPaaS Solutions.

INOVAARE'S SOLUTION

Technology Integration: Inovaare implemented its AI-driven 'Health Plan Cloud Platform' and A&G SaaS products, seamlessly integrating with the Customer's existing systems to streamline workflows and improve efficiency.

Expert Staff Augmentation: Inovaare provided domain-expert staff who seamlessly integrated with the Customer's operations, bringing extensive health plan experience to enhance productivity, ensure compliance, and improve case quality.

Enhanced Stakeholder Coordination: Inovaare's A&G SaaS product enabled better coordination with external stakeholders through end-to-end data management, facilitating efficient communication and collaboration.

24/7 Support: Inovaare's round-the-clock support services ensured that the Customer could meet the stringent turnaround time SLAs set by contracted Health Plans, avoiding penalties and maintaining strong relationships.

Compliance and Best Practices: Inovaare's solution incorporated built-in compliance validation rules and industry best practices, ensuring adherence to CMS regulations and preparing the Customer for audits.

RESULTS

- Achieved a 47% reduction in total cost of ownership (TCO)
- Enhanced operational efficiency, allowing the reallocation of 28% of workforce resources to higher-value tasks
- Resolved 18,000 backlog cases
- Introduced industry-leading Member/Provider Experience Platform
- Implemented industry best practices including Operational Level Agreements with partners.
- Achieved higher customer satisfaction scores by streamlining processes and enhancing service quality
- Ensured compliance with regulations, avoiding financial penalties and regulatory fines
- Enhanced contract management processes, improving service delivery and client retention

