# CASE STUDY

## Automating manually intensive tasks and taming complexity with CAG-Cloud

A health and wellness company founded in 1930 at the height of the great depression, with the idea to build a system to protect everyday New Yorkers from financial misfortune that can come from accident or illness. It's family of businesses include two major New York mergers and a new Connecticut acquisition.

### The Challenge

Prior to working with CAG – Compliant A&G, this plan used a homegrown CRM and Microsoft Access database to manage their Appeals and Grievances. Their A&G process included tracking cases and managing timeliness via Excel worksheets, manually creating letters, manually performing outreach and follow-ups, and manually determining standard operating procedures and business rules for each individual case via complex workbooks.

Because of all the manual work and processes, the department was broken up into numerous groups with each group only able to focus on their particular knowledge silo. Groups/Lines of Business were broken into teams focusing on expedited, standard, provider, and member cases. This made continuity, cross-training, and onboarding almost impossible.

The company was also undergoing a dramatic transformation moving to a suite of Trizetto Core Administration products and needed a solution to seamlessly integrate with these new tools.

### The Solution

The Medicare, Medicaid, Commercial, State Program, Contracted Provider and Qualify of Care teams agreed that moving all their cases into CAG-Cloud's case and process management suite and automating their business and compliance rules with the CAG rules engine would solve their four greatest pain points:

1. Manual activities hindering performance and increasing costs
2. Non-compliance risks associated with manual efforts
3. Complex, complicated and disparate processes and rules
4. Manual generation of letters, correspondence, and reports

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## A 3-MILLION MEMBER NY BASED HEALTH PLAN

**Business Profile**
One of the Nation's Largest Non-Profit Plans

**Industry**
Healthcare and Insurance

**Geography**
USA

**Solution**
Compliant Appeals & Grievances (CAG) software implemented in a secure HIPPA Compliant Cloud (CAG-Cloud) with continuous compliance monitoring (CAG-CaaS)

**Business Goals**
- Reduce Operating Costs
- Improve Data Quality
- Streamline Internal/External Correspondence and Data Gathering
- Enforce Adherence to Compliance Requirements
- Ensure Timeliness
- Manage Internal/External SLAs
- Sunset homegrown system
- Improve Quality of Service

**Compliant Appeals & Grievances**

## The Results

In just 180 days after migrating the A&G teams onto CAG-Cloud, the key indicators for the project's success were all trending in the right direction. Their management team reported:

- 75% automation of letters and correspondence
- 80% automation of pending and on-hold administration
- 50% improvement in internal/external communication response times
- 30% reduction in triage error rate
- 75% improvement in SLAs (internal/external outreach, tasking)
- 100% automation of ODAG\CDAG and other compliance reporting

Additionally, since implementation,:

- The A&G team has reduced its reliance on external systems for investigation and resolution by 80%. Getting the member, plan, benefit, provider, claim, and auth data they require through CAG's integration framework with Trizetto.
- The A&G teams completely trust and rely on CAG's business and compliance rules engine and continuous regulatory monitoring to enforce meeting their regulatory and timeliness requirements
- They manage their own letter templates eliminating reliance on IT through CAG's Letter Manager and no longer manually create letters
- All outreach is performed through CAG's Secure Task Management Portal ensuring internal and external SLA's are being  measured and met.

## About CAG Cloud

CAG Cloud is a secure HIPPA compliant cloud-based software and compliance as a service. With a complete suite of A&G features and workflows out-of-the-box for all Commercial, Federal and State Government Programs and Provider Appeals Processing.

Solutions include:

- Administrative and Clinical Appeals (Dental, Vision, Medical, Pharmacy)
- External Appeals
- Grievances and Complaints
- Provider Appeals and Disputes
- CMS Complaints Tracking (CTM) Case handling
- Quality of Care Complaints

For more information on CAG, please visit www.compliantag.com

"We owe our success to the tremendously knowledgeable CAG team; they understood my business and were masters of their technological domain".

–Executive Sponsor

## Benefits

- 40% Productivity Increase
- Head count avoidance of 13 FTEs (Full Time Employees)
- Significantly reduced the number of systems needed for investigation
- Reduce employee learning curve
- Accurate Real-Time operational and compliance reporting and analytic insights
- Internal/External SLA Management
- Compliance Confidence



**Compliant Appeals & Grievances**