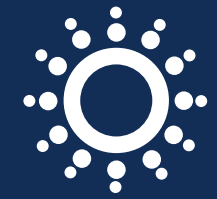


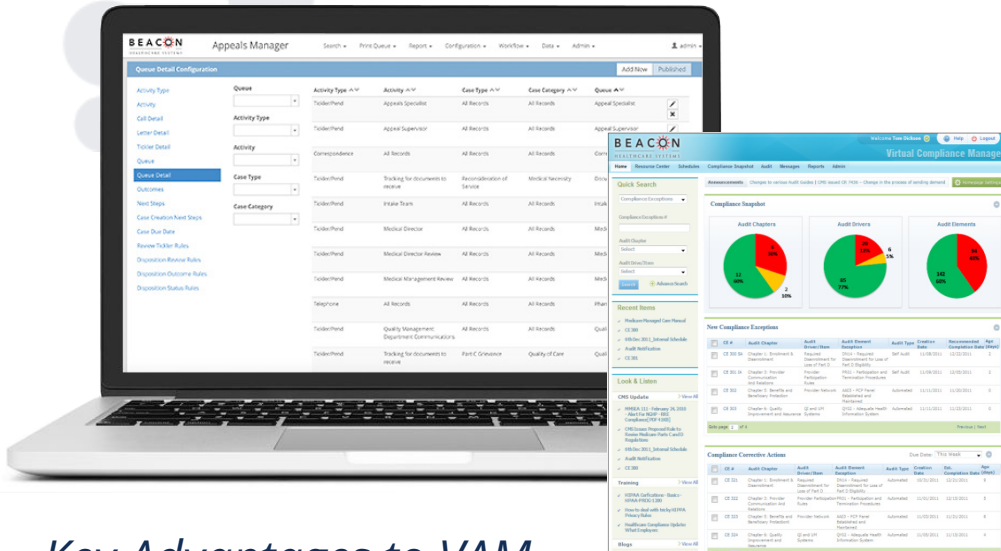
VIRTUAL APPEALS MANAGER

APPEALS & GRIEVANCES OPERATIONS MANAGEMENT



VAM

The industry's most intuitive, easy to use Appeals and Grievances tool on the market and it is only available from Beacon Healthcare Systems. Virtual Appeals Manager, or VAM, is a must-have tool because it supports all lines of business and is built with compliance as its foundation.



What VAM Will Do For You

Streamline Functionality of the A & G Process:

- Case type and category are comprehensive
- Fully supported workflows and Medical Director friendly clinical reviews
- Fully supported CTM import process
- Complete role and user-based system

Create, Code and Support All Aspects of Letters

- Multiple languages supported
- Highly configurable with drop-down options
- Built in spell check, address book and printer integration

Provide A Case Wizard Specific To Your Needs To Balance A&G With Compliance Requirements

- Ensures correct identification of case type
- Tracks cases and due dates
- Extracts and prepares CMS universes

Plus, VAM has shown to improve STAR ratings, reduce the number of NONC's (Notice of Non-Compliance) and minimize CMPs (Civil Monetary Penalties).

Key Advantages to VAM

- Most of the tool can be configured by clients **without** Beacon interaction.
- VAM includes API (real time) data integration to member, provider, claims, UM and customer intake.
- Beacon's reporting provides ad-hoc analytic capability as well as "one-click" Universes.
- Workflow can be automated. Generating correspondence and all desktop procedures can be turned into workflow steps.
- There are over 31 letter templates to choose from and the ability to create custom letters is standard.

BEACON
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