# BEACON'S APPEALS MANAGER
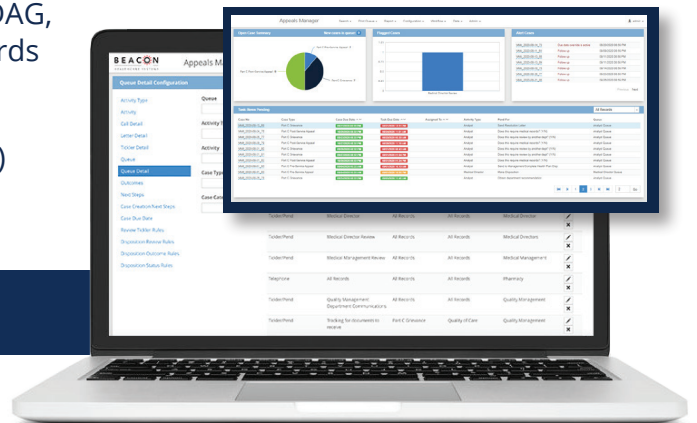
**BEACON** HEALTHCARE SYSTEMS™

APPEALS & GRIEVANCES OPERATIONS MANAGEMENT

Appeals and grievances represent more than a member's reaction to a plan decision. When looked at holistically, they can reveal not only the health of your A&G program, but also the health of your plan overall.

Beacon's Appeals Manager is the industry's most intuitive, easy-to-use A&G solution. Built on a foundation of compliance, this module can ensure timely TATs, bring compliance to letters, drastically reduce time for universe reporting and help your plan increase Star ratings.

## STREAMLINE YOUR A&G PROCESS

⭐ Configure BAM easily to your needs, without it resources

⭐ Use extensive APIs to connect to upstream and downstream processes

⭐ Includes best-practice workflows, and case wizard to properly classify cases

⭐ Features comprehensive library of "one-click" ODAG, CDAG universe and ad hoc reports and dashboards

⭐ Automate workflows and queue work with auto assignments to improve turnaround times (TATs)

## BUILT FOR ACCURACY & COMPLIANCE

☑ Create, code, and support all aspects of letters for consistency

☑ Reduce audit penalties, improve STAR ratings, reduce NONCs (Notice of Non-Compliance), and minimize CMPs (Civil Monetary Penalties) with best practice workflows and built-in guardrails

☑ Achieve interoperability with APIs and real-time data integration

☑ Guarantee compliant letters with 31 letter templates that include your branding

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