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# Appeals Case Management

## Unlimited Types of Appeals, One Configurable Platform

An effective appeals process requires a case management solution that is able to accommodate standard elements while adapting to and managing the unique requirements and protocols of your organization. While every appeals process is different, they are all driven by specific events and they rely on accurate collection of important data.

Every appeal includes an appellant, an issue or problem that requires resolution, and a basis or guideline against which the appeal is made. There is often a detailed investigation and a formal review process—all conducted by professionals who require timely and accurate data—before an appeal is handed off to a judge or board to render a decision.

Due to the detailed nature of appeals, the amount of structured and unstructured data to be gathered is substantial. Case files, dockets, email messages, faxes, official forms, audio and video files, legal filings, objective input from experts and related metrics typify the information that may be captured. Effectively tracking, managing, and maintaining this data is critical to ensuring every person involved in the process—from appellant to investigator to judge—has access to the necessary information.

Built on Tyler's Case Management Development Platform, the Appeals Case Management application can be configured to support all types of appeals processes and can be tailored to match specific agency, regulatory, and business requirements. Appeals Case Management is used by major federal agencies

### APPEALS CASE MANAGEMENT MODULES

- Document Management
- Analytics
- Access (External User Portal)
- Direct Scan (Direct Document Scanning)
- Mobile

### TECHNOLOGY FEATURES

- Web-based, Cloud-first compliant
- Hosted on-premise or remotely
- Continuously re-configurable to accommodate evolving needs
- Customizable to your organization's look and your staff's comfort level
- Role-based security and access model
- Platform independent
- Supports Single Sign-On and Multiple Authentication
- Capable of accommodating thousands of concurrent users.

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and private companies to manage a broad range of appeals including those associated with health insurance, workers compensation, land use, and labor relations.

Existing Appeals Case Management implementations:

- Accelerate claims processing times
- Reduce the cost of claims processing
- Automate workflow and unite disjointed information
- Provide visibility into an entire appeals program via a secure, web-based interface

## REPRESENTATIVE APPEALS SOLUTIONS

### Legal Appeals

A major federal agency uses our Appeals Case Management application to consolidate appeals case management and reporting throughout the enterprise, including the review board, appeals board and law judges. The application manages and automates business processes across multiple offices in order to make formal hearings and appeals proceedings more accessible to appellants, attorneys and other interested parties.

### Workers' Compensation (WC) Appeals

A western state implemented our Appeals Case Management application to manage one of the largest WC-oriented claims and appeals programs in the country. The project manages several thousand cases each month, integrates payment processes, migrates legacy data and processes both paper and electronic data.

### Medicare and Health Insurance Appeals

A major government contractor uses Appeals Case Management to manage appeals cases within the Medicare program. The application allows for the creation and management of appeals from enrollees who claim they are eligible for Medicare to pay for services from doctors, hospitals, and pharmacies but were denied that benefit. As with private health insurance, an appeal based on denial of coverage involves multiple parties and relies heavily on health care records and third-party information systems.

## OPEN FOR INTEGRATION

Appeals Case Management provides a superior level of extensibility, interoperability, and portability through its open standards, open architecture, and platform independence. This approach creates a sustainable integration bridge to evolving and emerging technologies across the full spectrum of IT environments, and enables entellitrak to work as either a stand-alone implementation or to be integrated as a case management component within an existing appeals system.

**Contact us for a presentation and demonstration**
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