

A&G360

A Comprehensive Medicare Advantage Appeals and Grievances and Complaint Tracking Module



Appeals and Grievances

Wipro's A&G360 application allows Medicare Advantage Organizations (MAOs) to comprehensively manage their end-to-end Appeals & Grievances (A&G) process, and contains a Complaint Tracking Module (CTM). With healthcare reform and regulatory amendments driving transformational changes in the sector, Wipro offers MAOs a suite of technology modules to help them remain compliant with CMS (Centers for Medicare and Medicaid Services) mandates and to enhance the quality of care delivered to their members.

The A&G360 product enables plans to process, track and identify all incoming Appeals, Grievances and complaints to ensure they remain compliant with CMS's changing regulatory requirements. The software also allows users to issue and track the required CMS letters within the specified turnaround timeframes.

Wipro's A&G360 module can be purchased as a standalone module, or bundled as the newest component to Wipro's Member360 comprehensive suite of products. The Member360 product line focuses on membership enrollment and management, correspondence automation and generation, Transaction Reply Report (TRR) and CMS file reconciliation, and premium billing.

Key Features

- Internet-based Software as a Service (SaaS) standalone module
- Management and individual user Volume and Aging Dashboard
- Ad hoc reporting and user queries
- CMS-Required Correspondence generated real time
- Email notification and routing assignments
- Document attachments
- Flexible Plan control field and user access
- Reminder emails when an item is about to become past due

CMS Star Rating

Wipro's A&G360 product is designed to help MAOs address their goal of improving their CMS Star Rating. Medicare plans that earn a rating of three or higher are eligible to receive federal bonus payments and those earning a five-star rating, in addition to the bonus payments, will be eligible for continuous enrollment and the ability to market their products year-round.

How will A&G360 benefit your plan?

- Tracks cases at each stage of the process to ensure plans remain compliant
- Issues the required letters to the member and stores them within each record for audit purposes
- Plans can attach documentation to member records in order to eliminate paper files
- Allows plans to monitor staff on turnaround times for closure of cases
- Allows plans to identify and track key areas of performance which are tied to the Star rating system
- Helps plans create the required Part C and D reporting as required by CMS

A&G360 Module

Plan Customer One

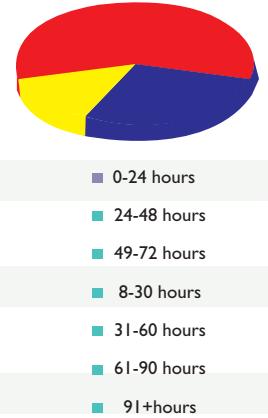

 Ph Statement

Advantage 360
 Appeals and Grievances

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Welcome Back Mary Jones

| Appeals Type | 0-24 hours | 24-48 hours | 49-72 hours | 8-30 hours | 31-60 hours | 61-90 hours | 91+ hours | Total |
|-------------------------|------------|-------------|-------------|------------|-------------|-------------|-----------|----------|
| CTM Immediate Need | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| CTM Urgent Need | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Part C Appeal Expedited | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Part C Appeal Standard | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Part D Appeal Standard | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 |
| Totals: | 0 | 0 | 0 | 0 | 2 | 2 | 4 | 7 |



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