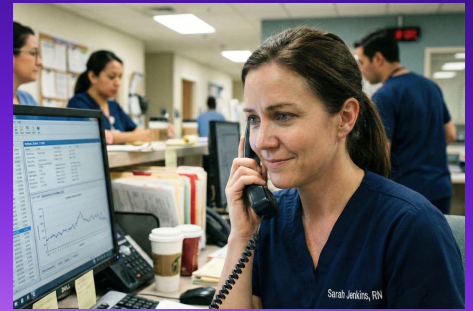


How a National MA Plan Cut Appeals & Grievances Case Preparation Time by 80% with Improved Audit Traceability

AI-Powered Appeals & Grievances



THE CHALLENGE

A national Medicare Advantage plan was preparing appeals & grievances cases the hard way: manual processes, scattered information gathering, and analysts spending close to an hour on every case. Documentation had inconsistencies while workflows were fragmented across systems. Resolution timelines suffered, and the team couldn't keep pace with volume.

THE SOLUTION

Autonomize deployed its Appeals & Grievances workflow to accelerate preparation of A&G cases. The Agents classify incoming cases, create structured records, pull the relevant documents, and summarize clinical context aligned to guidelines. Manual effort dropped significantly, and staff now focus on what matters: validation and final review instead of chasing down information.

IMPACT METRICS

The Autonomize workflow transformed a high-friction process into a scalable, compliant operation with measurable gains across people, process, and performance.

80%

Faster case review time

67%

Increased speed in clinical review and correspondence

95%

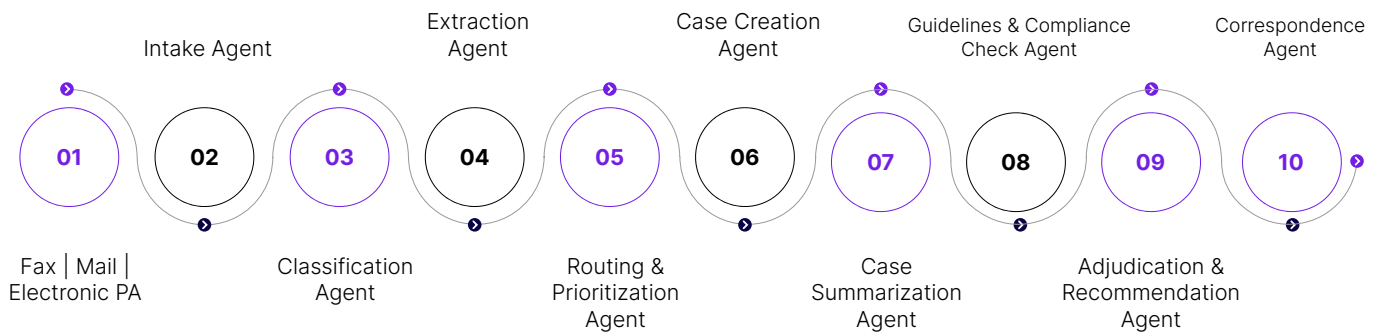
Reduction in intake, classification, and extraction time

98%

of AI-generated information accepted by clinicians

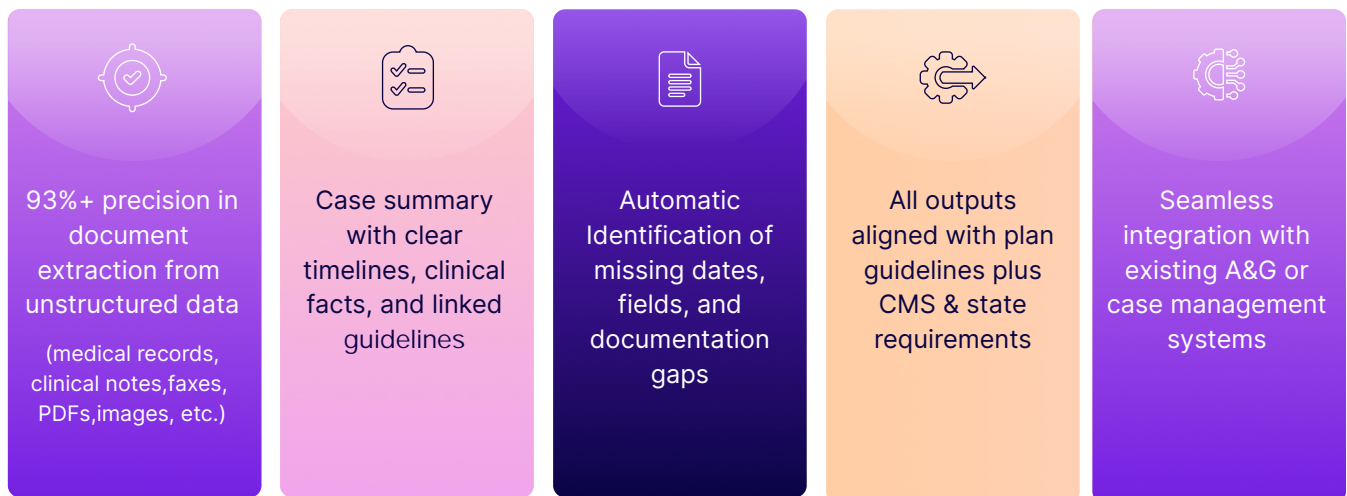
Appeals & Grievances Workflow Powered by AI

Every appeal or grievance—fax, email, mail, or portal submission—is processed through an AI-powered workflow that assembles a complete, structured case file. Core components handle intake, classification, extraction, document retrieval, clinical summarization, and guideline alignment to assemble a complete, structured case file. Reviewers receive only the information that matters, prepared in a consistent format and ready for adjudication. Human oversight remains in the loop to ensure accuracy and finalize decisions



Intake Channels

Workflow capabilities include:



****Autonomize also offers fully orchestrated Medical and Pharmacy Prior Authorization workflows, enabling health plans to reduce downstream A&G volume and improve decision quality***

Transform your organization's Appeals & Grievances process into a high-performing, data-driven operation that delivers faster resolutions, enhanced compliance, and improved member experience.

Schedule a 30-minute demo today → autonomize.ai

