



## Appeals, Grievances and Complaint Tracking Module

Mirra's comprehensive Medicare Advantage Appeals, Grievances and Complaint Tracking Module creates and manages all types of Medicare Appeals and Grievances including Part B drugs, Part C, Part D, and a Complaint Tracking Module (CTM).

# Features



Support for all required CMS case types, standard or expedited time frames, pre service or post service



Includes all required CMS Reports including Part C and Part D and Universe Reports



Round Robin case assignment based on case type



Integration with Enrollment, Authorization, and Claims systems



Real time dashboards containing graphic displays and tables



Manages escalation of Denied cases to the IRE or higher levels



Manages the effectuation of Approved and Overturned cases



Analysts can upload and attach documentation supporting the Appeal or Grievance request, including medical records



All required correspondence is generated and sent to members, authorized representatives, and providers, with letters in English or Spanish, with all letter templates approved by CMS



# Benefits



Automatic Due Date/Due Time calculation based on the case type and priority



All case data, including generated letters and attached documentation, are stored in a centralized database



Detailed Case History is maintained from the moment a case is opened until it is closed



Customizable dropdown menus and screen layouts



Easily export Dashboards and Reports to Excel spreadsheets or PDF documents



Ability to attach documents and medical records helps to eliminate paper files, reducing operational costs



# Our Other Solutions



Eligibility, Enrollment and Member Management



Premium Billing



Claims Adjudication



Encounter Data Processing System (EDPS)



Utilization Management



Provider Portal



Customer Service Management



Member House



Provider Villa





**Transforming Healthcare**

For more information on our products and services, please reach out to:

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