



RISK AND SECURITY

# Edgile's Grievance and Compliance Issue Management app

Portals, forms and workflows that satisfy healthcare provider laws regarding grievances

## Complaint and grievance issues create risks for healthcare organizations



Federal regulations and accreditation standards establish rights of patients and employees of healthcare plans and providers. This includes the right to file complaints and grievances concerning any aspect of the operations, activities, or behavior of the health plan, or its providers, regardless of whether a request for remedial action is included.

Healthcare organizations must maintain a process to address and resolve these issues in a timely manner. By implementing an effective automated procedure, healthcare organizations can reduce risks, enhance patient safety, and improve systems and individual performance.

Built on **now**

Built on Now apps are natively built on the ServiceNow platform, ensuring that performance and security are upheld to the highest ServiceNow standards.

## Edgile's Grievance and Compliance Issue Management app for ServiceNow offers a solution

Take the pain out of grievance and compliance issue management with Edgile's purpose-built healthcare provider-focused Grievance and Compliance Issue Management application. The Built on Now app includes both internal and external portals with pre-built grievance forms and workflows.

### Internal and External Facing Grievance Portals

#### Claims and Billing



- Claims Grievance
- Billing Grievance

#### Clinical Care and Privacy



- Clinical Care Grievance
- Physician Behavior Grievance
- HIPAA Privacy Grievance

#### Hospital and Facility



- Security Grievance
- Janitorial Grievance

### Internal-facing Compliance Issue Portal

#### Data Protection



- Data Breach
- Data Loss

#### Ethics Violations



- Misconduct
- Safety Violations
- Sexual Harassment
- Employer Intimidation
- Stealing
- Time Theft

#### Fraud, Waste and Abuse



- False Claims
- Skimming
- Ghost Employees
- Personal Purchases

# Edgile's Grievance and Compliance Issue Management app allows your organization to:

- Demonstrate that you have grievance and compliance issue management capabilities
- Manage processes efficiently and effectively
- Improve analytics and insights for better decision making around remediations and enhancements



## User Experience

- Easy to use portals
- Guided journey to capture necessary grievance and compliance issue details



## Quality

- Closed-loop process helps ensure the right activities are performed



## Compliance

- Create reports and dashboards demonstrating your organization's compliance

## Connect with us to get started.

To learn more about Edgile's ServiceNow Store app for Grievance and Compliance Issue Management, please contact:



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### Edgile: We Secure the Modern Enterprise<sup>SM</sup>

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