



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 EnterpriseSM

Edgile is the trusted cyber risk and regulatory compliance partner to the world's leading organizations, providing consulting, managed services and harmonized regulatory content. With deep expertise in IAM, GRC and cybersecurity, our strategy-first model optimizes cloud and on-premises programs. By transforming risk into opportunity, we secure the modern enterprise by implementing solutions that increase business agility and create a competitive advantage for our clients. To learn more, visit edgile.com.

