

# Virtual Appeals Manager (VAM)

Virtual Appeals Manager (VAM) is a web based application that enables efficient and compliant Appeals & Grievances operations throughout the entire lifecycle.

The application extended the product line for the Digital Health client beyond the compliance manager tool they already had.

## Challenge

The major challenge was to provide an application that helps payer entities process appeals and grievances in a way compliant with the law. The application had to provide high level of customization so that it can support need of various risk-bearing entities like Medicare, Medicaid, Commercial, Health Insurance Exchanges, ACO's and other. Since the solution was built as a product to service multiple clients, it had to be built in a way that was highly configurable based on each of our client's clients' needs.

The first product created by the client was built as cheaply as possible and the quality was commensurate with what they paid. Under the hood was

spaghetti code and they needed a their second product to "lead the way" from a technology platform perspective. Which is why, we needed to build out the technical platform on top of which all future products could sit for easy integration with one another.

What were the biggest risks?

Requirements were delivered to us as a mock up using MS Access, which contained about 20% of the actual scope of the project. Working in lockstep with the Chief Compliance Officer in an Agile fashion, we were able to ferret out the remaining requirements and deliver a solution that exceeded their expectations for the dollars spent.



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## Solution

We created a Java based web application based on Spring and Hibernate frameworks. The solution included a configurable workflow enabling detailed customization and configuration of all aspect of workflow, with a performing automated evaluation and decision based on Red Hat Drool rules engine. Using Agile Scrum project management methodology, we

helped client to define and prioritize product features and successfully manage project through entire lifecycle. We deconstructed the existing product to understand the application and its architecture. Based on findings and long term plans, the team made recommendations on technical architecture and approach to allow flexibility for future product integrations.

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## Benefits

Using Agile Scrum approach we were able to create MVP in 6 months, enabling our customer to start with ROI. After 9 months they had a version 1.0 that they could begin deploying to customers.

Solution is highly configurable and customizable so that it can support multiple workflows and entities like Medicare, Medicaid, Commercial, Health Insurance Exchanges, ACO's and other.

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**Tech:** Spring, MySQL, Hibernate

**Duration:** 8 months

**Value:** \$500K