



## Challenges

When it comes to appeals, courts and agencies are struggling to improve outcomes, increase productivity, provide transparency, minimize delays, enhance visibility and reporting and boost citizen and administration satisfaction

# Appeals claim & processing with the AppBase™ Digital Government Platform

## Transformation powered by Western Integrated Systems

Data collection is vital, from case files, dockets, emails, official forms, audio and video files, legal filings, objective input from experts and health records. A dynamic process ensures everyone from the appellant to investigator to judge can focus on getting things done accurately and on time.

Western Integrated Systems has partnered with Eccentex, an industry leader in process automation, to bring a true end-to-end appeals solution. Its unified platform gives agencies tools to modernize with minimal impact on operations, leverage frameworks a broad range of appeals associated with workers compensation, land use, criminal and health insurance.

*Powered by Eccentex AppBase™ on Microsoft Azure.*

## Solution

The **Eccentex Appeals Solution** is the best way for governments manage the most critical aspects of the appeals process from informal filings through formal or judicial appeals.

- **Appeals Case Management** tracks and automated the process end-to-end
- **Documents & robotics** makes data gathering and generation fast and accurate
- **Self-service portal technology** helps drive down costs and boost transparency

Since 2009, the average wait for a Medicare appeal decision has risen from three months to two years. [Social Security] expects about a third of its total workforce, nearly 22,000 employees, to retire by 2022.

-Deloitte

## Appeals Case Management Application

- Award-winning Dynamic Case Management tailored to initiate, track and automate appeals cases
- Schedule hearings, create notices and produce calendars
- Track involved parties in an appeal, including plaintiffs, attorneys, judges and organizations

## plus Intelligent Document Management & Robotics

- Scan, compile, view, email and print all images for a case or proceeding
- Automatically index data and redact sensitive information with the latest optical character recognition (OCR)
- Automate repetitive steps such as generating documents or sending notices

## plus Low-Code/No-Code Digital Platform

- Integrate with court systems, attorney registration systems and almost any other related systems
- Continuously improve and adapt your solution with easy-to-use configuration tools

### Examples of appeals solutions:

#### Tax and Appraisal Appeals

Digitally prepare case files, generate hearing schedules and track stakeholder activity and payments. Provide a 360-view including before and after values at each appeal level, correspondence and exhibit tracking. Integrate with popular CAMA software and compile docket information if mediation fails.

#### Court and Legal Appeals

Streamline the legal appeals process across all involved defendants, courts, law enforcement and attorneys. Initiate cases from related systems to provide the identity of the lower courts, case titles, case numbers, parties, and attorneys from the district courts.

#### Workers Comp Appeals

Manage and track a wide variety of worker's compensation appeals. Collect medical evaluations, compensation board decisions, treatments, medications and other evidence. Communicate directly with the plaintiff, employer and agencies.

Western Integrated Systems brings over 35 years of consulting, implementation and support experience to the government market in advanced content management, workflow automation and robotics.

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Eccentex delivers award-winning software for case management and digital process automation powered by robotic automation and advanced document management, to help the world's leading brands and governments achieve breakthrough results.

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