

Case Study – Authorization Automation



– Prior Authorization Rules Engine

The Client

A Health Plan with both commercial and Medicare business with CMS regulatory requirements is using a semi-automated process to address requests for authorizations, accessing multiple systems to gather decision information and to disseminate results across the organization

Challenge/Business Need

- Complete process documentation
- Maintain CMS compliance (24/72 hr turn-around)
- Ability to handle new business without adding staff
- Complex Operational reporting
- Dissemination of PA data to enterprise systems
- Support a large but specialized work force

Solution Provided

- PAHub™ prior auth solution
- Enterprise CS system integration
- Full documentation & audit support
- Custom sFTP reporting support
- Custom work queues by department
- Peer to Peer Notification capabilities
- Pre-Decision Notification capabilities

Benefits/Results

- Annual peak volume handled with 70% of previous staffing levels
- First year IRR of 199%
- Customer service integrated PA Data enables single access point for answering questions
- Easier compliance with CMS processing requirements using custom queues/alerts
- Enterprise operational reporting able to generate management information using a level of detail not previously available

Example process efficiencies gained;

Step Name	Time Reduction
Phone Calls	33%
Inbound Fax Handling	53%
Sorting	40%
Letter Generation	76%