



Case Study – Authorization Automation

PAHub™ – Prior Authorization Rules Engine

The Client

A health plan specializing in State Medicaid business with stringent regulatory requirements is using a manual process to address requests for authorizations, accessing multiple systems to gather decision information and to disseminate results across the organization.

Challenge/Business Need

- Complete documentation
- Faster processing (24 hr turn-around)
- Ability to handle new business
- Easier reporting to State agencies
- Share the information across the enterprise
- Support a dispersed work force

Solution Provided

- PAHub™ prior auth solution
- Paperless processing
- Full documentation & audit support
- Integrated faxing service
- Custom reporting support
- Custom work queues
- Web-based software support for dispersed work force

- Enterprise integration to share request status across the organization

Benefits/Results

- Volume doubled with an actual reduction in staff
- Processing speed increased more than 133%
- Paper case documentation eliminated
- State reporting prep time reduced by more than 50%
- 100% compliance with State processing requirement using custom queues
- Customer Service access to request data via their standard system and process
- Staff access the system from multiple locations via the web

