

Agadia

Prior Authorization Case Study



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.

The Challenge/Business Need:

- Complete documentation
- Faster processing (24 hr turn-around)
- Ability to handle new business
- Easier reporting to State agencies
- Enterprise-wide information sharing
- 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
- Enterprise integration to share request status across the organization

Benefits/Results:

Increased Processing Speed by More Than **133%**

Volume Doubled
With a Reduction in Staff

50% Reduction in State Reporting Prep Time

100% Compliance with State Processing

