Agadia

Prior Authorization Case Study

PAHub™
An RxContinuum™ ePA Solution

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, utilizing various systems to retrieve decision information and to distribute results across the organization.

The Challenge:

- Complete documentation
- Maintain CMS compliance
- Ability to handle new business without adding staff
- Complex operational reporting
- Enterprise dissemination of PA data
- Support a large, 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 Staff Levels

First Year IRR of 199%

Easier Compliance with CMS Processing Requirements Using Custom Queues/Alerts

Integrated PA Data, enabling a Single Access Point for answering questions

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

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