



Discover How This Health Plan Saw a First
Year IRR of 199%

Prior Authorization Case Study

PAHub - An end-to-end Prior Authorization solution

Agadia

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877-575-2533

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From Agadia's Case Study Collection

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/Business Need:

- 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

Solutions 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

Benefits/Results

Annual Peak Volume Handled with 70% of Previous Staff Levels **70%**

199% First Year IRR

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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