MAKING HEALTHCARE EFFICIENT WITH AUTOMATION

Prior authorization requirements play an important role in the wise management of medical costs and patient care. However, current processes can be cumbersome, involving high amounts of manual or unnecessary work, which can delay patient care and add cost. For example, it has been estimated that up to 30% of prior authorization submissions are made for services that do not even require it!

With prior authorization volumes rising and pressure from regulatory bodies to streamline PA operations increasing, it's important for payers to get ahead of the curve and adopt automation and interoperability technology into their workflows.

The Smart Data Solutions Prior Authorization Platform solves the most common challenges associated with prior authorization workflows including: unnecessary or incomplete submissions, manual data entry, and time-consuming clinical reviews.

CHALLENGES

Intake

| Unnecessary Submissions | Fax & Paper | Incomplete Submissions | Data Entry | Inaccurate Submissions |

Review

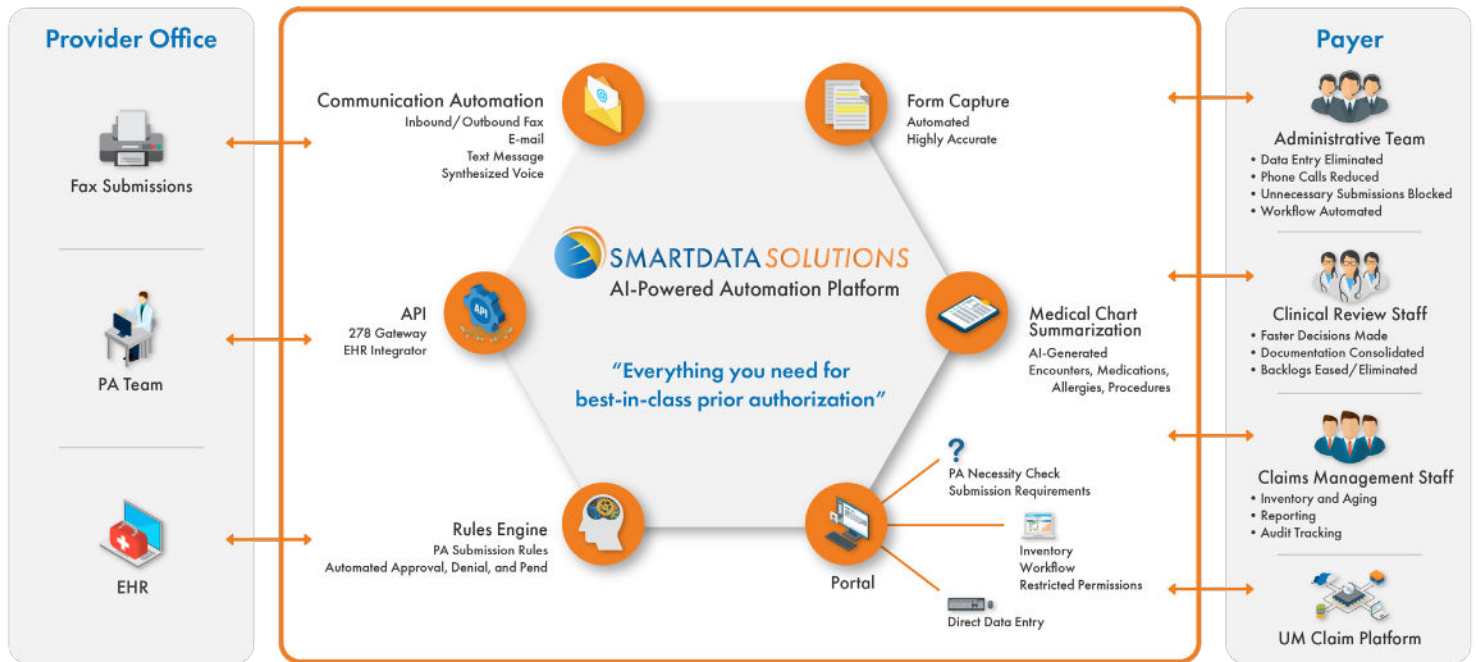| High Turn Around Time | Backlogs | Clinical Review Cost | Opaque Inventory |

Communication

| Phone Time | API Incompatibility | Manual Fax Back | Interoperability Mandates |

PLATFORM COMPONENTS

FORM CAPTURE

Paper and fax-based prior authorization forms require manual review, data entry, and are often incomplete or filled out inaccurately. Our solution uses OCR and AI to capture form data automatically, eliminating time-consuming data entry.

MEDICAL CHART SUMMARIZATION

Clinical review can be a costly and time-consuming process due to lengthy medical record submissions. Our AI technology automatically summarizes patient medical records so clinical reviewers can increase their productivity up to 30%.

PORTAL

Most portal solutions offer nothing more than a submission channel, without comprehensive status communication and inventory management. Our portal provides a unique guided experience that ensures complete and accurate submissions, and instantly connects your PA staff with submitting providers for fast communication turn-around.

COMMUNICATION AUTOMATION

Traditional PA processes involve too many phone calls, emails, and manual fax handling. We automate communication with provider submitters via portal chat, electronic fax, and synthesized voice calls.

RULES ENGINE

Unnecessary PA submissions create needless cost, and many submission decisions can be either partially or fully automated. Our solution allows configuration of your PA submission rules so unnecessary submissions can be reduced or eliminated, and non-complex cases can be decided automatically.

API

The key to full automation is interoperability with EHR systems, UM tools, claims platforms. What's more, there are expected upcoming regulations to mandate interoperable capabilities. Our platform is API-ready, and provides EHR connectivity via both FHIR and non-FHIR connections.