



Automation- Good  
stuff happening!

# Automating to Getting Better- Reducing pain points

## Authorization Automation

- Improved the authorization process by allowing the system to send the initial authorization request and complete the first 2 follow up attempts
- Decreased manual touchpoints by associates
- Reallocation of 1 FTE with another reallocation forthcoming

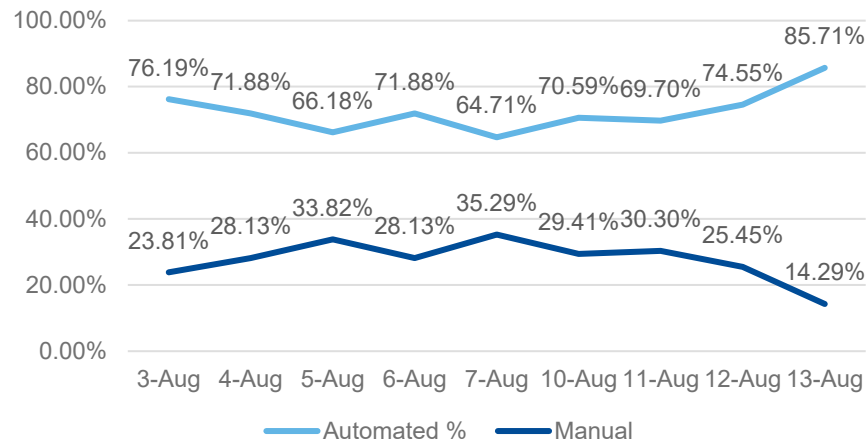
## Case Study

- Old State
  - ✓ Pricing and Clinical Review have been completed
  - ✓ Authorization sits in queue and waits to be sent (~4 hours delay)
  - ✓ Manual follow up 3 days later if not received
- Automated State
  - ✓ Pricing and Clinical Review have been completed at 10:27AM
  - ✓ Authorization sent via system at 10:30AM
  - ✓ Adjuster authorized at 10:31AM
  - ✓ File status updated and moved into a scheduling status at 10:35AM

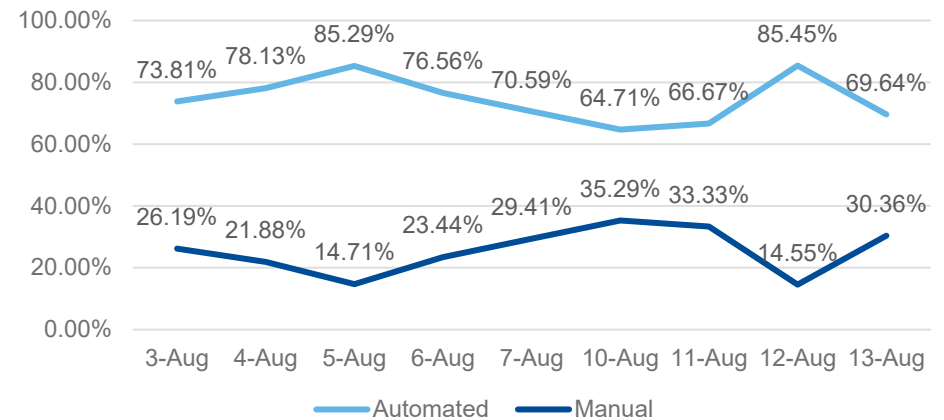


# Automating to Getting Better

## Authorizations Sent



## Authorizations Received



Since the deployment of the authorization automation approximately:

- 72% of authorizations are sent automatically
- 74% of authorizations are received without manual follow up

# Automating to Getting Better- Reducing Pain Points

## Plan Of Treatment Automation

- Improved the process of following up on pending treatment plan documentation. The system will generate and send the first and second follow up request vs a manual outreach by a coordinator.
- Decreased manual touchpoint and provided consistent timing on documentation follow up
- 89% decrease in TAT from ~28 days (Jan-Mar) to 3 days
  - Customers are told 3 days to obtain plan of treatment

Evaluation Date to POT Received- TAT

