Prior Authorization
Intelligently Automated

dca
digital clinical assistant

The Challenge

- Prior authorization is the most burdensome process for many providers
- The number of procedures, drugs & DME requiring prior authorization continues to grow
- Payers, providers, and CMS do not utilize common prior-authorization rules, standards, documentation, or processes –this causes up to 80% of initial prior authorization denials
- Manual prior authorization processes are getting costlier due to additional administrative burdens.
- Many delays in patient care are directly related to prior authorization delays and data entry errors, resulting in risk to the patient

The Solution

- Centralized prior authorization work-bench with optimized workflows, case tracking, and reporting
- Automated retrieval of the most up-to-date formularies and prior auth guidance by payers
- Automated gathering of disparate data and documents for consolidation and initial fulfillment of prior authorization requests
- Real-time, intelligent notifications and tasking for prior authorization team to ensure efficient exception processing
- Built-in assistance for prior authorization nurses through the centralized work-bench
- Exception-only involvement of prior authorization team, providing guidance to improve the initial prior authorization submittal process in the future.

The Benefits

- **Reduce prior authorization costs by up to 60%**
- **Reduce the decision time on prior authorizations by up to 50%**
- **Provide hundreds of hours per year back to nurses to provide quality care, as opposed to prior authorization administrative tasks**
- **Increase the rate of first-pass approval of prior authorizations by up to 50%**
- **Decrease patient's likelihood of abandoning care due to frustration or inconvenience**
- **Retain the familiarity of your EMR for physicians, while streamlining the process for nurses**
- **The DCA requires no changes to your existing EMR system**
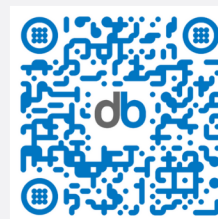
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Workflow

The clinician opens the EMR and prescribes service/ device / Medication

DCA monitors EMR & other systems for PA Work and kicks off automated Process

Based on work type, the DCA collects information & submits PA Request

DCA creates a work queue for any encountered Exceptions

Nurses work the exceptions on a digitally assisted, web-based Workbench

Based on payer rules, the DCA posts status updates/ tasks to EMR and auto-updates status