Prior Authorization Intake

firstsource
Stay Ahead

Overview

Prior Authorization is a time-consuming process for both Payers and Providers, and it may create a bottleneck in the patient journey. Our digital solution makes it frictionless, fast and error free which significantly drives efficiency gains.

Frictionless Medical Authorization

01 Intelligent Workflow
Sympraxis Workflow powered by automation, OCR/ICR, AI/ML, Process Mining for Fax Intake

02 Multimodal Intake
Contact deflection with channel activation – Visual-IVR, Web/Email, Mobile

03 Agent Assist Tools
Contact handling efficiency with Conversational AI In-Call, After Call Automation

04 Admin Approvals
AI/ML Predictive analytics for propensity of administrative auto-Approval

05 Clinical Approvals and Integration
MCG/InterQual criteria for clinical auto-approval

Capabilities

- SYMPRAXIS® - INTELLIGENT WORKFLOW
- SMART INTAKE - VISUAL-IVR, WEB/EMAIL, MOBILE
- AGENT ASSIST TOOLS
- AI & ML BASED MULTI-OCRs
- PROCESS MINING
- SECURITY AND COMPLIANCE

Outcomes

- Reduced cost per Prior-Auth Intake by 30%
- Improve Self-Service > 20%
- Reduce the AHT by 20%