

Prior Authorization Intake

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.

Capabilities



SYMPRAXIS® - INTELLIGENT WORKFLOW



AI & ML BASED MULTI-OCRs



SMART INTAKE - VISUAL-IVR, WEB/EMAIL, MOBILE



PROCESS MINING



AGENT ASSIST TOOLS



SECURITY AND COMPLIANCE

Outcomes

Reduced cost per Prior-Auth Intake by



Improve Self-Service



Reduce the AHT by



Frictionless Medical Authorization

Intelligent Workflow

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

Multimodal Intake

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

Agent Assist Tools

Contact handling efficiency with Conversational AI In-Call, After Call Automation

Admin Approvals

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

Clinical Approvals and Integration

MCG/InterQual criteria for clinical auto-approval