AuthEnrich.io

Transform Experience across Stakeholder Spectrum with Cognitive Prior Authorization

When in need of healthcare services, the member expects to receive insurance authorization in a predictive and responsive timeframe, through a channel he/she prefers. Think of Amazon letting the customer know if his package is on the way or has been delayed.

However, the need for authorization approvals prior to the date of service has been the bane of the healthcare industry, mainly due to the complicated process that entangles members, providers and payers. In this mess, it is the member, often in a distressed situation, who faces dire impact of delayed and sometimes denied medical services.
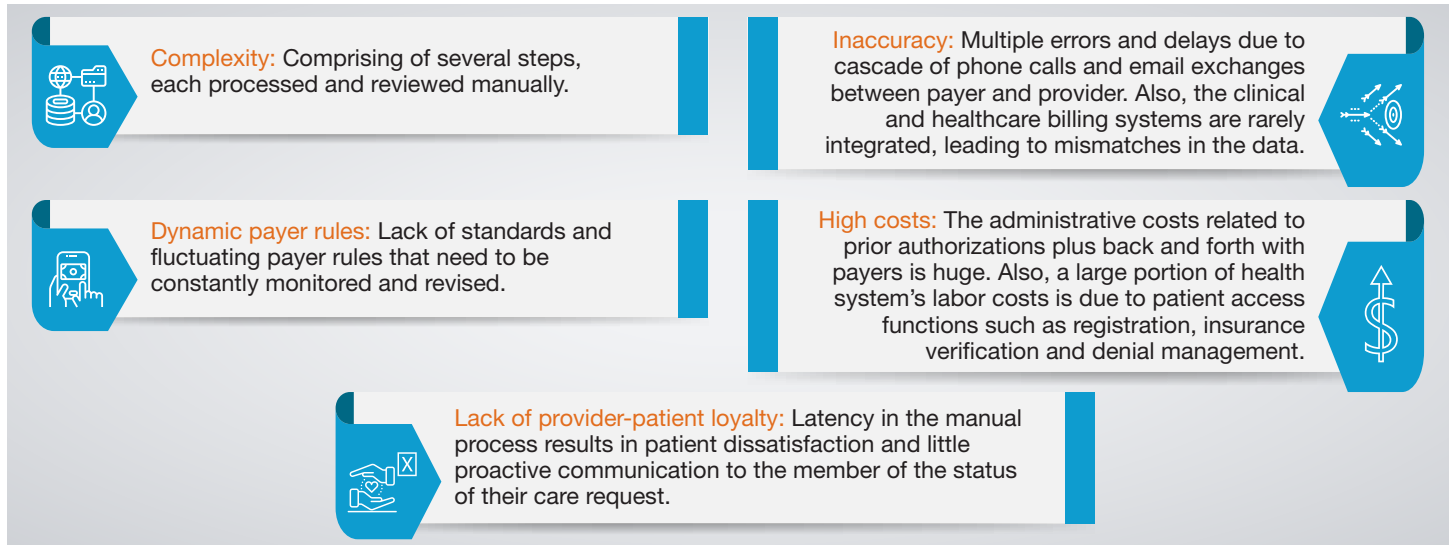
The current process(es) often results in unnecessary administrative costs but, even more alarmingly, results in a delayed and even abandoned care. Instead of enhancing member experience, the processes elevate angst and burden on members and discord between members and providers. Members, providers and payers need a process designed and built with empathy woven into it.

Mphasis leads with an experience-first foundation and is focused on transforming member, provider and payer interactions through innovative and cognitive solutions. This also allows the payer to manage risk and cost associated with the utilization of services as appropriate for each member situation.

AuthEnrich.io the latest solution from Mphasis Healthcare Innovation portfolio, is an intelligent solution designed to ease the burden on stakeholders across the spectrum – payers, members, and providers. It is a guided UI experience that leverages APIs to EHR systems, knowledge engineering, real-time collaboration channels and a case tracker for transparency (think Fedex, Dominos pizza tracker, etc.). AuthEnrich.io streamlines the end-to-end prior authorization workflow and drastically shortens the authorization approval timelines, while eliminating the multiple back and forth between payers and providers.

Key Business Challenges

The current prior authorization process is complicated due to various factors, that include -

Complexity: Comprising of several steps, each processed and reviewed manually.

Inaccuracy: Multiple errors and delays due to cascade of phone calls and email exchanges between payer and provider. Also, the clinical and healthcare billing systems are rarely integrated, leading to mismatches in the data.

Dynamic payer rules: Lack of standards and fluctuating payer rules that need to be constantly monitored and revised.

High costs: The administrative costs related to prior authorizations plus back and forth with payers is huge. Also, a large portion of health system's labor costs is due to patient access functions such as registration, insurance verification and denial management.

Lack of provider-patient loyalty: Latency in the manual process results in patient dissatisfaction and little proactive communication to the member of the status of their care request.

AuthEnrich.io – Digitized Prior Authorization Solution

AuthEnrich.io is an intelligent, trusted and simple healthcare solution that meets the needs of brokering a request for authorization amongst payers, members and providers.

AuthEnrich.io determines the clinical documentation needed to fulfill an authorization request through a guided UI experience. It also provides a digital intake mechanism for uploading documents and offers AI-led, automated adjudication of authorization requests. Leveraging artificial intelligence (AI) and automation, AuthEnrich.io streamlines the prior authorization workflow by performing below workflow requirements -

- Accepts, tracks and monitors the prior authorization requests, through a white-labelled utilization management portal that comprises of -

  - **Persuasive and guided user interface:** A digital front door that uses guided authorization experience to recommend the required documents to be submitted by providers, in the first pass. It solves the most common challenge of insufficient information by streamlining the process with intuitive predictions of clinical documents required. This reduces the need for clinical reviews and avoids unnecessary denials.

  - **Digital document exchange platform:** The portal has an integrated Slack channel for real-time collaboration between providers and prior authorization clinical adjudicators, and for holding documents.

  - **Request status tracker:** The tracker provides real-time status of all requests including digital approvals and denials, and sends nudges to providers for additional documentation.

- Determines the clinical documentation required

- Adjudicates the prior authorization requests through real-time, zero touch drivers – NLP, rules engine, provider submission, intake optimization, consolidated EMR, completeness of data and ancillary questions. The AI-led, zero touch approvals ensure 0% provider dependency as compared to the manual approvals that have 90-100% provider dependency.

The utilization management portal and mobile app improve the member and provider satisfaction through increased digital clinical submissions, reduce the Request for Information (RFI) turnaround time through decreased clinical reviews and appeals, and optimize overall costs. The AI-led authorization provides better provider and member experience by ensuring the right care at the right time: care plan-led decisions and crunched timelines.

Features and Benefits

AuthEnrich.io helps the healthcare industry reap various benefits including -

- Savings opportunity of ~$450 Mn for the health insurance by transitioning to fully electronic transactions

- Potential average time savings of approximately 17 minutes per transaction

The value-based digital experiences are achieved by -

- Providing AI-led automated, zero touch adjudication

- Requesting prior authorization to be submitted electronically through a unified interface

- Communicating status notifications in real-time through automated follow-ups

- Obtaining complete transparency into the process through detailed, robust analytics and reporting

Reduction of **50-60%** in time to complete the prior-authorization requests	**~90%** elimination of wait time between steps required from case creation to approval
50-75% of the auth request for docs can be resolved through collab channel	**25-50%** increase in provider and member satisfaction

AuthEnrich.io our latest solution in the Mphasis Healthcare Innovation portfolio, focuses on transforming traditional processes by introducing intelligent, digital interventions, to achieve greater operational efficiencies and enriched member experiences.

For a digital, integrated and intelligent prior authorization solution, reach out to us for a demo. Click here to learn more about Mphasis Javelina.

About Mphasis

Mphasis' purpose is to be the *"Driver in the Driverless Car"* for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis, and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2_{TM} = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients. Click here to know more. (BSE: 526299; NSE: MPHASIS)

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