

Automation controls growth in pre-certification requirements

Premier Health increases pre-authorization efficiency, streamlines workflow and reduces costs

Challenge

The amount and complexity of payer pre-certification requirements have increased dramatically in recent years. Healthcare providers are under greater pressure to identify innovative ways to meet these demands to ensure safety, better clinical outcomes, compliance and payment certainty for the services they provide.

Studies show that enrollment in Medicare Advantage has increased 71% since 2007. **Nationally there has been a 14% increase in pre-authorization needs since 2009.** Premier Health anticipates that ICD-10 will lead to additional complexities and demands on staff, impacting efficiencies as well as reimbursement.

Premier Health understands the pre-certification process will become more complex and due to budgetary constraints, a costly increase in staff was not a viable option. Like many other healthcare organizations, Premier Health turned to technology as a best practice to help resolve its immediate issue with increased pre-certification requirements and to set the stage for future growth in volume and complexity.

Solution

Premier Health enlisted the support of Experian Health, its trusted technology partner and its automated **Passport Authorizations** solution, to address their pre-certification challenges. Passport Authorizations is an authorization management solution that facilitates a touchless prior authorization and submission process. Premier Health partnered with Experian Health to create a custom solution that included:

- Electronic submission programming
- Re-programming logic to submit then inquire
- Visual work queue indicators to quickly see status of account and security changes for work queues

- Identifying and correcting glitches in the system
- Automating the 278 from their HIS vendor

Results

After implementing Passport Authorizations, Premier Health realized a multitude of benefits, including an **increase of \$600,000 in annual savings** and an increase in physician satisfaction. Patient turnover was improved and managers now have better control of resources and overall management of priorities.

The registration staff is now properly equipped to manage the workload increase due to new pre-certification requirements. Premier Health also added authorizations for services such as the hyperbaric chamber, epilepsy program and optical reconstruction, which were previously done by the clinical staff in those areas.

By gaining better control over the pre-certification process, Premier Health is better prepared to meet future challenges, such as the eventual implementation of ICD-10.

“Passport Authorizations has allowed our organization to automate the inquiry process and increase efficiencies during the submission process. This has resulted in increased efficiency, productivity, and cost savings to the system.”

—Laura Roswell, Patient Access Analyst, Premier Health.

About

Premier Health is a Southwestern Ohio-based healthcare system of five hospital campuses across multiple counties, with 14,000 employees, 1,500 beds and 2,300 physicians.