

# East Coast Orthopedic Group Achieves \$55K Increase In Quarterly Revenue With Automated Prior Authorizations

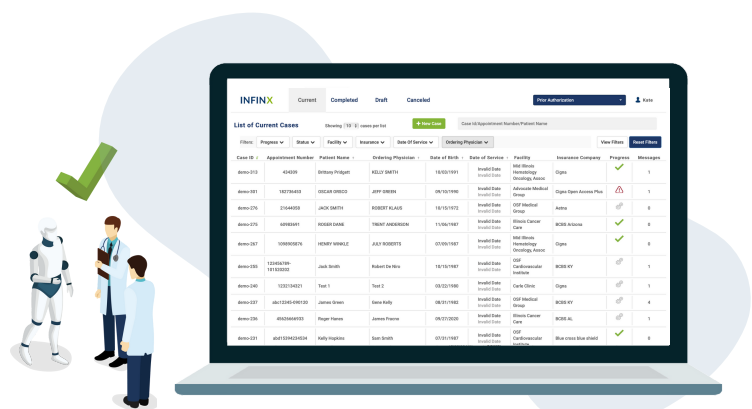
A large orthopedic group on the east coast with over 70 providers at 11 locations provides orthopedic, imaging, rehabilitative, pain management, and primary care services. They offer various studies at their diagnostic imaging locations, including MRIs, CT Scans, Ultrasounds, and full body DEXA scans.

## Revenue Leakage Caused By Delayed Prior Authorizations

The stakeholders observed significant revenue leakage due to missed prior authorizations. When they investigated the cause, it was discovered that their patient access teams were overwhelmed with the manual prior authorization process workload. Scheduling patients for diagnostic imaging studies took up to 21 days. This lag time caused patients to move their care to other practices that could obtain insurance approval in a more timely fashion. This left patients and providers frustrated. The patient access team also struggled to keep up with the industry-wide problem of ever changing guidelines coming from a myriad of payers.

## Infinx's Prior Authorization Software (IPA) Chosen To Streamline Preauthorization Workflow

Losing patients and revenue due to an inefficient prior authorization workflow was not an option anymore. The orthopedic group decided to investigate automated solutions in the market. After careful discovery, Infinx's AI-powered Prior Authorization cloud-based solution (IPA) was selected and they embarked on a 30-day pilot program to facilitate stakeholder participation and acceptance.

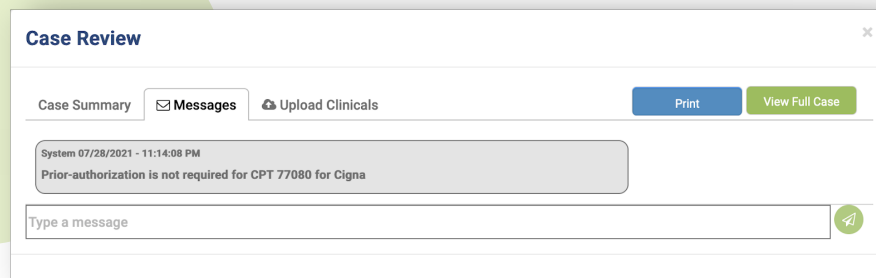


They found our ability to scale with volume fluctuations and extensive knowledge base of orthopedic data compelling. They also found IPA's analytics and reporting dashboards would allow them to view results in real time.

## IPA Reduced 60% Of Manual Prior Authorization Tasks With Machine Learning & Artificial Intelligence

IPA was able to automate more than 60% of the orthopedic group's manual prior authorization tasks with its Authorization Determination Engine.

The Authorization Determination Engine checked patient data and gauges whether prior authorization is necessary or not. This feature uses machine learning and artificial intelligence to assess patient data according to a database of national, regional and state payer rules.



## Robotic Process Automation With Exception Handling By Specialists Creates Complete Prior Authorization Coverage

When needed, a claim is submitted in near real time through robot process automation (RPA) with the provider and facility details, patient demographics, and any related tests and diagnosis.

Electronic status checks by bots occur 24/7 until a final resolution is obtained. Exceptions are handled by our in-house trained specialists—creating full coverage leveraged by AI. If additional information or an appeal was necessary, the orthopedic group is notified immediately to assist.

## IPA Dashboard

Dashboard displays status of prior authorizations claims and patient information.

Case ID	Appointment Number	Patient Name	Ordering Physician	Date of Birth	Date of Service	Facility	Insurance Company	Progress	Messages
demo-321	12334322	Test Patient	Test Physician	03/22/1980	09/25/2021 8:45:00 AM	Carle Clinic	Aetna		1
demo-320	998800109	SMITHA WALKER	RICHARD MEYER	10/09/1987	09/30/2021 12:00:00 AM	Landmark Imaging Center	Aetna		1
demo-319	SM99012	SLOAN MEDDIE	PABLO TORRES	09/11/1983	11/25/2021 12:00:00 AM	Carle Clinic	BCBS Medicare, Cigna		2
demo-314	21682070	CHRISTOPHER LEWIS	RICHARD MEYER	01/01/1800	07/31/2021 12:00:00 AM	Mid Blood Hematology Oncology Assoc	Demo Payer		0

**Case Review**

Case Summary | Messages | Upload Clinicals | Print | Edit Case

**Case Summary - In Progress**

Patient Name SMITHA WALKER	Physician Name RICHARD MEYER	Service Start Date 9/30/2021 12:00:00 AM	Created On 9/9/2021 6:11:49 AM
Date of Birth 10/09/1987	Case Id Demo-320	Created By Prachi.patel	Estimated Completion* September 10- September 13

Active Requests

Procedure #1 - 70552 - Status: In Progress | Show Activity log

Payer Name Aetna	Payer Type PRIMARY	Estimated Completion* September 10- September 13
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\* Completion date or timing estimates constitute non-binding approximations as they are subject to various factors.

## IPA Case Review

Each case can be viewed in a summary mode that includes estimated turnaround time.

## Analytics Dashboard Helps Improve Operational Efficiency

IPA's analytics dashboard helped pinpoint breakdowns in efficiency or areas needing improvement. This allowed the orthopedic group to reallocate workflows to other areas allowing for more work to get done overall.

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Making the decision to partner with Infix to acquire our imaging authorizations was a game-changer. It was a win-win. We increased our internal staff productivity, generated additional revenue and, best of all, our patients received the much-needed diagnostic studies in a more efficient and timely manner.

—Patient Access Manager

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## \$55K Increase In Revenue In Three Months With Lower Denials

The orthopedic group saw an initial increase in revenue of \$55,000 in the first three months. With the staff time saved on prior authorizations, they were able to expand weekend hours to see more patients, stemming their loss of patients to competitors.

- ✓ 600 prior authorizations processed within 30 days of implementation.
- ✓ Prior authorizations turnaround time decreased by 5 days.
- ✓ Increases were recognized in productivity for their patient access staff, and error rates were greatly reduced, leading to:

### LOWER DENIAL RATES

**-50%**

50% decrease in denial rates resulting in more revenue being collected in a timely manner.

### IMPROVED PRODUCTIVITY

**+80hrs** (per week)

**= 100K** (annually)



80+ hours per week saved, equal to \$100K annually in administration costs.

With the outstanding results brought by Infinx's IPA solution, the orthopedic group has realized significant ROI through staff resource savings and increases to their bottom line. These changes have been viewed positively by their stakeholders, and IPA continues to support them as they scale their business.



Interested in optimizing your organization's patient access workflow to increase quick approvals and reduce denials? Schedule a demo to see how our AI-powered Prior Authorization Solution (IPA) can help. [www.infinx.com/schedule-a-prior-authorization-demo](http://www.infinx.com/schedule-a-prior-authorization-demo)