

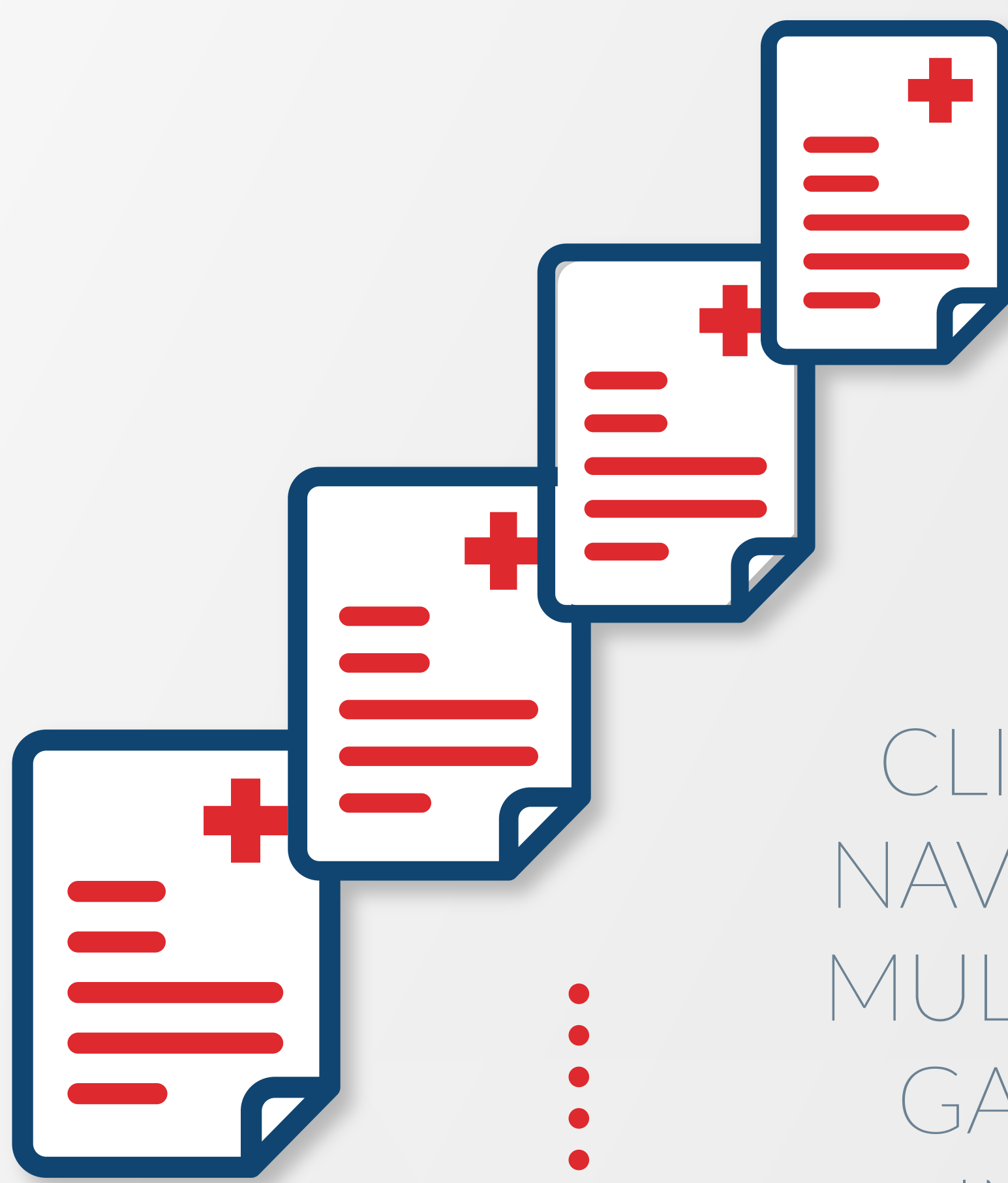
## MANUAL UM WORKFLOW

PRIOR AUTHORIZATION  
RECEIVED

DATA RECEIVED BY  
PHONE OR FAX OUTSIDE  
OF THE SYSTEM



CLINICAL REVIEWER MUST MANUALLY  
ENTER DATA AND CHECK IF PRIOR  
AUTHORIZATION IS REQUIRED

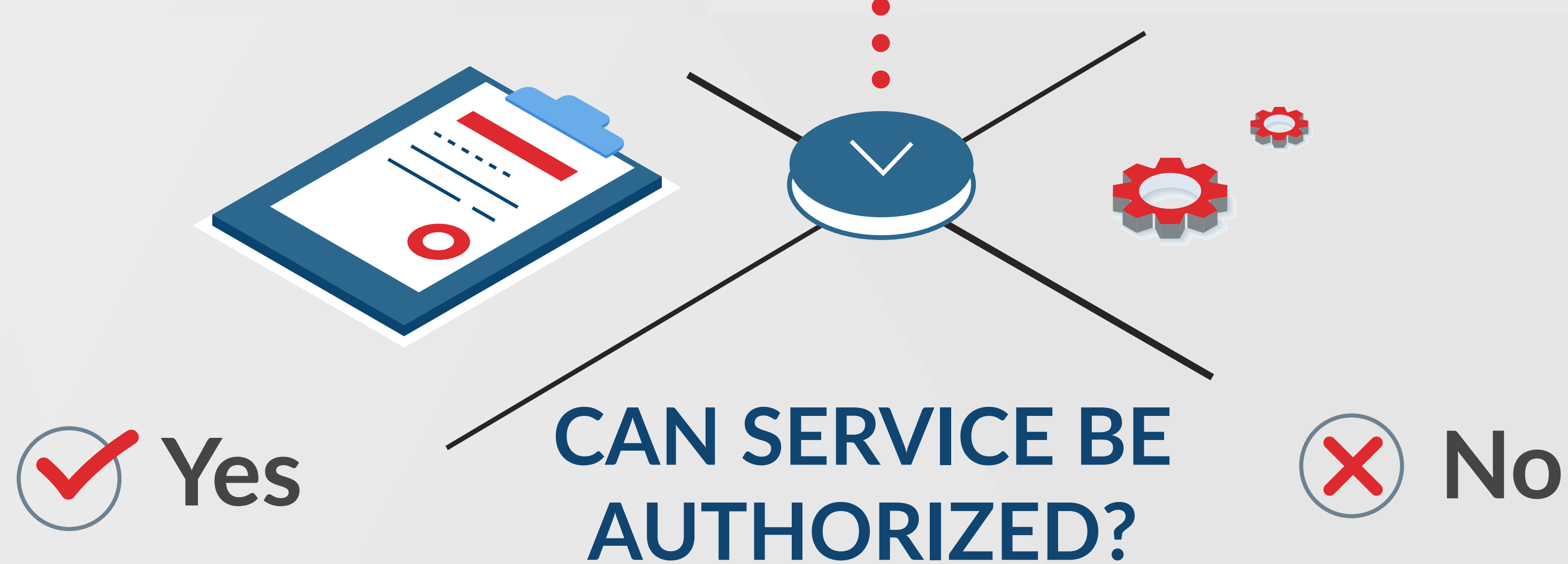


CLINICAL REVIEWER  
NAVIGATES THROUGH  
MULTIPLE SYSTEMS TO  
GATHER REQUIRED  
INFORMATION &  
COMPLETE ALL TASKS

CLINICAL REVIEWER MANUALLY  
CHECKS BENEFITS TO ENSURE  
SERVICE IS COVERED



MANUAL REVIEW OF AUTHORIZATION



Clinical reviewer must  
manually create member and  
provider approval letters

Clinical reviewer has to take  
the time to gather all clinical  
documentation & manually  
send it to a Physician  
Reviewer.

MANUAL PROCESSES WITH MULTIPLE  
SYSTEMS SIGNIFICANTLY INCREASES THE TIME  
NEEDED TO PROCESS EACH AUTHORIZATION

## AUTOMATED UM WORKFLOW

PRIOR AUTHORIZATION  
RECEIVED

PROVIDER PORTAL INTEGRATION  
& ADVANCED OCR/NLP  
TECHNOLOGY GREATLY  
REDUCES MANUAL DATA ENTRY



SYSTEM QUICKLY CATEGORIZES  
AND ROUTES INCOMING  
REQUESTS AUTOMATICALLY

ADMIN TASKS  
ARE  
AUTOMATED



ALL  
ACTIVITIES  
HAPPEN  
WITHIN A  
SINGLE  
SYSTEM

SYSTEM  
AUTOMATICALLY  
CHECKS BENEFITS AND  
ALERTS USERS ABOUT  
PRIOR AUTHORIZATION  
REQUIREMENTS

CLINICAL CONTENT IS FULLY  
INTEGRATED FOR A SEAMLESS  
REVIEW PROCESS



LETTERS ARE AUTOMATICALLY  
GENERATED AND SENT

Provider

Member

SYSTEM AUTOMATION AND INTEGRATION  
RESULT IN 50% REDUCTION IN TIME