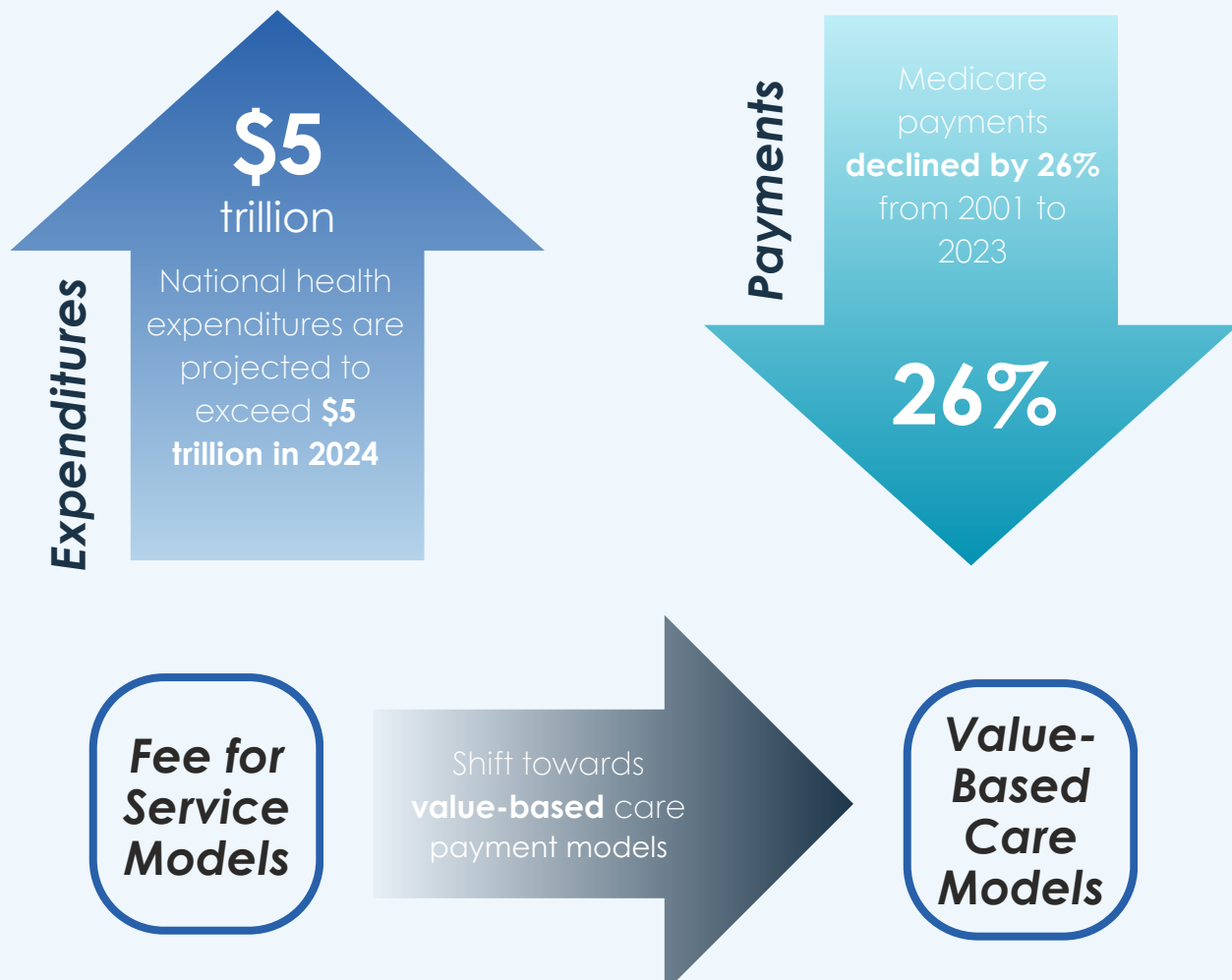


REIMAGINING UTILIZATION MANAGEMENT

Current Pressures in Healthcare



The Patient Perspective



58% of insured adults experienced problems with health insurance in the past year



17% were unable to receive care



15% experienced a health decline



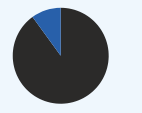
28% paid more than expected



The Provider Perspective



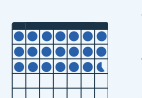
1 in 4 physicians report prior authorization led to serious adverse events



90% of physicians say prior authorization delays necessary care



physicians spend 16 hours/week on administrative duties



the average wait time for a primary care visit is 20.6 days



The Payer Perspective



Challenges in managing costs while ensuring quality care



Balancing appropriate care authorization with cost control

Amplifying Human Expertise with AI and Automation

Deconstruct



- Process discovery workshops, Process mining, and Reverse Demos to **deconstruct** work to tasks - **Why/Who/Where/When/How**
- **Value Analysis** - Leverage Task Mining - an AI-powered tool that automatically captures and analyzes user desktop activities.

Simplify



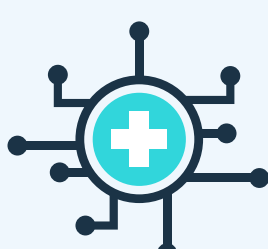
- Identify **parts of the work that is repetitive and time-consuming tasks** suitable for automation and AI.
- Identify **variability** in the process to standardize
- **Simplify** the number of steps - No change, New, Delete.

Reconstruct



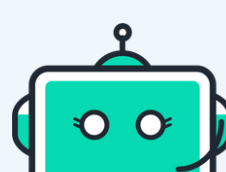
- **Reconstruct the work while offloading elements to automation and AI.**
- **Workforce Transformation** - Redeploy/Reskill/Upskill
- **Governance** for a culture of accountability.

Reaping the Benefits



- AI-assisted automated prior authorization processes
- Predictive analytics for patient risk assessment
- AI-assisted clinical decision support

- Reduced administrative burden
- Faster authorization processes
- Improved accuracy in decision-making
- More time dedicated to patient care



- Faster access to care
- Reduced administrative costs
- Improved patient satisfaction
- Better alignment with value-based care models

Reimagine your UM with AI and Automation for a better future in healthcare delivery! Contact our experts to learn how.

