



# Get speedy healthcare services delivered with automated Prior Authorization

Customer experience is critical in a B2C market, particularly in healthcare, where the stakes are high. The current Prior Authorization Process, on the other hand, is inefficient and places additional strain on healthcare providers and payers. The failure to obtain speedy authorization may have negative health repercussions for patients. In 92% of cases, PA causes treatment delays ranging from 6 hours to 30 days. 90% of physicians believe that PA is detrimental to their profession due to increased workload.

The current economic environment necessitates rethinking resource allocation as the yearly prior permission procedure costs between \$23 and \$31 billion in the US. The industry could save around \$437 million annually by implementing automated Prior Authorization.



# Why are clients choosing Virtusa as their Prior Authorization solution partner?



## Healthcare domain expertise:

Active collaboration with the top 150 HLS firms



## Workflow design and process orchestration experience:

Digital innovation through strategy, engineering, and IT services



## Integration of EPIC with Prior Auth workflow:

Technology integration with EPIC patient database



## Robust regulatory knowledge:

Strong portfolio in compliance with the latest CMS requirements



## Prior Authorization deployable solution:

Deployment across all platforms

## Get 60% faster Prior Authorization with Virtusa's Automated solutions



Omni channel intake using email, mail, phone, fax, portals



Peer-to-Peer review with call scheduling



Admin review using a dynamic portal with intelligent workflow, auto auth resolution



AI-powered clinical review and decision making



Interactive correspondence and resolution



External entity review and document generation



Compliance support for Federal and State Regulatory Audits



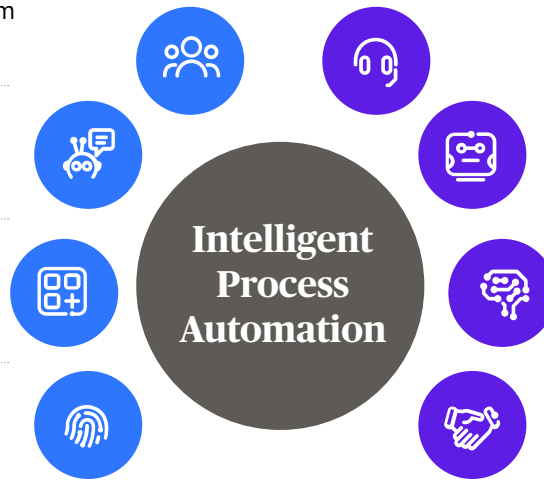
# Capabilities

Expert teams with cross platform automation experiences

Strong delivery experience with complex Bot and AI programs

Depth of domain knowledge across industries

Deep digital transformation capabilities



# Solutions

Intelligent contact center framework

Pre-build AI models for common industry problems

vBrain command center

Partnerships with leading automation tools in the market

## Client success stories with Prior Authorization

Virtusa helped a large regional payer in North America streamline their Prior Authorization processes resulting in quicker turnarounds and improved customer experience

### Business challenges and needs

- Providers and CSR interact with multiple applications while creating and updating auths
- Pega platform mash up inside Salesforce
- Integration with claim system for auth-claims matching
- Document management
- Reporting

### Virtusa's solution

- A single application to capture data and create authorization
- Integration with multiple systems for the auth creation flow
- Integration with legacy systems for claims matching
- Effective error handling and correspondence
- Integration with document repository
- Effective reporting

### Business benefits

- Quick turnaround time for auth creation and claims matching
- Multiple integrations under a single umbrella
- Effective document management and retrieval process
- Effective reporting

# Leveraging partnerships with automation tools to enhance healthcare



## About Virtusa

Virtusa Corporation is a global provider of digital engineering and technology services and solutions for companies in the financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology industries worldwide. At Virtusa, digital engineering is at the heart of everything we do. We are 35,000 builders, makers, and doers that partner with customers to reimagine enterprises and creatively build solutions to the most pressing business challenges that move them to the forefront of their industries.

Virtusa's unique "Engineering First" approach means never presenting an idea we can't execute. With deep industry expertise and empowered agile teams made up of world-class talent, we think about execution early in the process, because the earlier you think about execution the earlier an idea can have an impact. Solving from the inside out enables businesses to respond swiftly to changing needs with improved quality, lower costs, and lasting results.

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