

# Cohere helps health plans shift their UM approach from transactional to transformational

How does your plan's prior authorization strategy stack up?

## THE PROBLEM

Health plans are scrambling to implement prior authorization (PA) infrastructures to comply with regulatory provisions for improved transparency, accountability, turnaround times, and interoperability.

Some recent regulations include:

### CMS-0057-P

Proposes advancing interoperability, digitizing and automating PA for Medicare and Medicaid patients, and reducing physician burden

### CMS-4201-F

Enhances MA and Medicare Part D, enabling timely access to care, strengthening quality, advancing health equity, and improving behavioral health

### Gold carding legislation

Allows providers who meet an approval rating threshold to skip PA for those services for a set period of time

## OUR STRATEGY

Digitizing PA will solve many immediate compliance concerns. However, **Cohere's intelligent prior authorization solutions also help plans collaborate with physicians and improve care quality** by shifting the paradigm of prior authorization from transactional to transformational.









## HOW COHERE SOLVES THE PROBLEMS OF PA<sup>1</sup>

Problem		Solution
<b>Abrasive instead of collaborative physician experience</b>	88% of MDs reported PA burden as high or extremely high	Best-in-class provider experience reduces friction and improves transparency
<b>Clinical decisions lack specificity</b>	30% of MDs reported PAs are rarely/never evidence-based	Physician-built care path approach supports end-to-end patient journey
<b>Costly, manual process</b>	35% of physicians have staff who work exclusively on PA	Intelligent provider- and patient-specific clinical decisioning drives high auto-approval rates

<sup>1</sup>American Medical Association, "2021 AMA Prior Authorization Physician Survey," Prior Authorization

## HOW COHERE IS DRIVING IMPACT

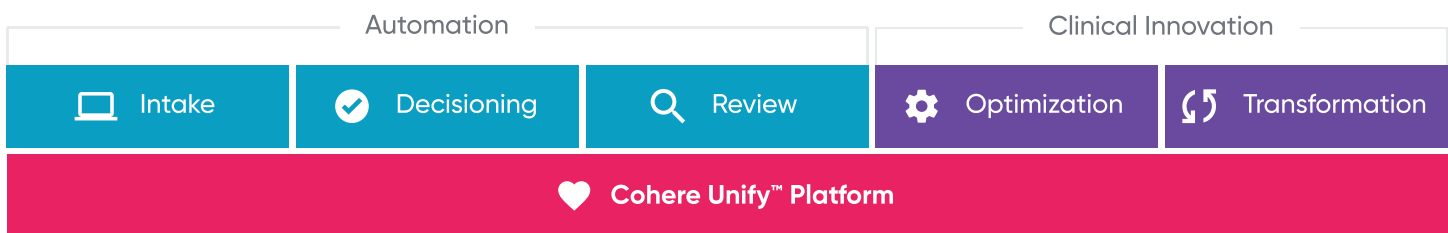
-  **17M Members** (all LOBs)
-  **350K+ Unique providers**
-  **50 States**
-  **5.5M Authorizations processed annually**

-  **96% Digitally submitted authorizations**
-  **50-80% Authorizations automated**
-  **30-40% Faster manual clinical reviews**
-  **70% Faster access to care for members**
-  **61 Provider NPS**
-  **Up to 15% Incremental medical savings**

## OUR SOLUTION

Cohere's solutions are highly configurable and complement your current UM workflow. **Our Automation and Clinical Innovation solutions are available as a licensed platform, or as a fully outsourced solution**, for selected clinical specialties.

### Solutions:



**Delivery Options:** Cohere PaaS™: Directly licensed/managed services | Cohere Complete™: Fully delegated/outsourced

## WHICH SOLUTION IS RIGHT FOR YOU?



**Automation** solutions digitize and streamline manual PA processes

**Clinical Innovation** solutions apply AI/ML to data and influence end-to-end patient journey



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