Electronic Prior Authorization Case Study

PAHub – An end-to-end electronic PA solution

Agadia

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877-575-2533

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The Client:

A Health Plan that is part of an integrated Health System specializing in patient centric care is receiving and processing their prior authorization requests via fax in Agadia's Prior Authorization solution, PAHub, with some PA requests delivering through Agadia's Self-Service PA portal, PromptPA.

The Challenge/Business Need:

- Faster turn around time for cases
- Ability to quickly and efficiently deliver imperative information to providers
- Creating provider awareness for when a PA is required

Solutions Provided:

- Implementation of PAHub's web service ePA functionality.

Go Live: **PAHub: Apr 2015**
PromptPA: Nov 2016
ePA: Dec 2018
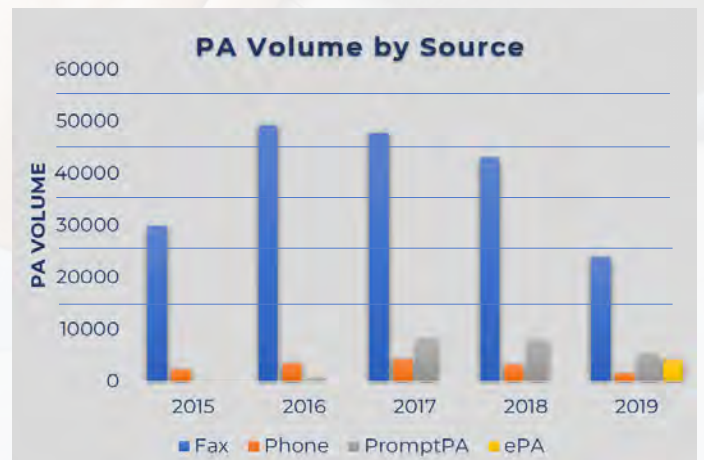
Benefits/Results

20% **Case volume increase with fewer FTEs**

Decreased PA fax volume by **44%**

50% **Decrease in PA phone volume**

ROI of **1.43**

	2014	2015	2016	2017	2018	2019 (July)
Avg FTEs	21.42	13.79	13.08	15.75	16.8	15.9
Avg cases per FTE	158.2	275.6	344.3	321.6	271.6	325.8

PA Volume by Source

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