

CASE STUDY

Increase Revenue Yield with Prior Authorization Automation

Client Need

Like many health systems, Illinois-based **Carle Health** has seen an uptick in denials, especially those related to prior authorization. Across the U.S., it's estimated that as many as 15% of denials are due to authorizations, and while those denials are avoidable with the right tools and processes, they're rarely recoverable after the patient is seen. Facing increasing write-offs, Carle Health needed a solution to improve both the speed and accuracy of their prior authorization process.

Solution

Carle Health turned to long-time solutions partner Janus Health and our **Prior Authorization** automation. Through our direct EviCore IntelliPath API connection, the Carle Health patient access team now conducts seamless prior authorizations for many of their top payers, including Health Alliance, Aetna, and Cigna.

// **We are bringing technologies and a patient-centered approach to alleviating the complexities of managing the care authorization process."**

JESSICA GODBEY • VP OF PATIENT ACCESS SERVICES • CARLE HEALTH



Results

Since implementing Prior Authorization, Carle Health has realized a **20% reduction** in authorization-related write-offs for hospital outpatient services, with an annual **net revenue impact of \$2.4M**. Additionally, patient access leadership estimates they're saving time equivalent to more than **6 FTEs**, which allows patient access staff to focus on higher value work and a better patient experience.

Staff loves the streamlined, reliable prior authorization process, appreciating time-saving features like:

- ▶ Automatic status updates returned to their EHR in real time.
- ▶ Janus Health **Teleport for Claims** integration, speeding up clinical documentation upload and reducing human error.

INTELLIGENT REVENUE CYCLE SOLUTIONS, REAL FINANCIAL RESULTS

20%

AUTH-RELATED WRITE-OFF REDUCTION

6.4 FTEs

EQUIVALENT TIME SAVINGS

\$5.8M

CUMULATIVE NET REVENUE IMPROVEMENT

Actual Janus Health Prior Authorization client results



Improve Patient and Financial Outcomes through Automation

GET STARTED TODAY

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