

## Promantra Prior-Authorization Case Study

The healthcare industry faces various challenges when it comes to insurance prior authorization. Being a critical process in the healthcare system, it requires significant administrative effort and time, and the accuracy of insurance prior authorization can impact patient care quality. **An estimated 26.6% of claims are denied due to incorrect Eligibility and 11.6% due to incorrect Prior Auth resulting in a significant loss in revenue.**



### Background

The client was a surgery Center based out of Idaho. Out of the various issues that the surgery center faced, the biggest challenge was the delay in the prior authorization process, which resulted in delayed care for the patients. The long wait time caused delays in billing and reimbursements led to an increased workload and left medical staff feeling overwhelmed.

It was challenging for the surgery center to manage the backlogs, and a high rate of claim denials was also observed.

## Solution

The surgery center decided to outsource the prior authorization services to Promantra to address their concerns. We implemented our best practices and processes to streamline the surgery center's prior authorization process and delivered quality services to help them reduce delays and increase their revenues.

Our Approach - Comprehensive Services: At Promantra Insurance, we provide comprehensive services to our clients to help them manage the insurance prior authorization process efficiently. We understand the complexity of the process and its importance, so we have a team of specialists to cater to the surgery center's needs.

Portal Access: We provided the surgery center with access to our portal to view and track their prior authorization requests in real time. Our portal is an intuitive and user-friendly platform that can be customized to the client's needs. With our portal, the surgery center can easily track their prior authorization requests, identify issues, and access reports.

Denial Management: We implemented strategies to minimize the claim denial rate and managed those that were denied. Our dedicated team of experts scrutinizes the cases and interfaces with the insurance providers to get them resolved quickly, which also reduces the workload on the staff of the surgery center.

Cost Reduction: We enabled the surgery center to save on operational expenses, such as staffing costs, training, and software and hardware expenses by outsourcing the prior authorization process to us. Our team of experts has the necessary experience, skills, and tools to handle the process effectively and efficiently.

Trained Staff: We have a team of trained and experienced staff who are well-equipped to handle the prior authorization process. Our team has a thorough understanding of the requirements of different insurance companies and is up-to-date with the latest changes and updates in the industry. With a dedicated workforce, we ensure that the surgery center receives timely and accurate services.

Quality Assurance: At Promantra Insurance Prior-Authorization Services, we have a robust quality assurance process in place to ensure that our clients receive error-free and reliable services. We utilize various quality control checks and measures to ensure that the prior authorizations are accurate and in compliance with the insurance companies' requirements.

## Results

Promantra Insurance Prior Authorization Services implementation enabled the surgery center to overcome the challenges it faced earlier.

On average, we have demonstrated **an increase of 23%** in revenue for our surgery client just by fixing eligibility and prior authorization issues.



### **Below are the results of our services:**

Reduced Delays: By outsourcing the prior authorization process to ProMantra, the surgery center was able to reduce the waiting period for prior authorization approvals. With our streamlined process, the surgery center received approvals much faster, ensuring faster billing and reimbursement, thus increasing their revenue.

Increased Cost Savings: The surgery center was able to achieve significant cost savings by outsourcing the prior authorization process to ProMantra. By reducing staffing costs, training expenses, and software and hardware expenses, the surgery center was able to repurpose those funds to other critical areas of its practice. Our cost-effective services ensured that the surgery center achieved significant cost savings.

Improved Quality Services: At ProMantra, we strive to provide our clients with error-free and reliable services. By implementing our quality assurance process, the surgery center received accurate prior authorizations, reducing the denial rate, and saving the staff time and effort.

Increased Staff Productivity: With the prior authorization process outsourced to us, the staff of the surgery center could focus on providing quality patient care. The surgery center saw an increase in staff productivity as they no longer had to worry about managing the prior authorization process.

**To know more about ProMantra, please visit our website [www.promantra.us](http://www.promantra.us)**

**Or you can reach us over the phone at (732) 414-3678.**