



Horsepower Without the Horse

Speeding & Simplifying Prior Authorizations

DATE: September 29, 2023 PRESENTED BY: RYANNE LAURENCE



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OHSU



Oregon Health & Science University

Health care facilities:

- OHSU Hospital – Level 1 Trauma Center
- OHSU Doernbecher Children's Hospital
- Hillsboro Medical Center (formerly Tuality Healthcare) and Adventist Health Portland
- Clinics across Oregon - Approximately 249 Specialty/subspecialties

Licensed beds: 576 (OHSU and Doernbecher)

Employees: 19,765

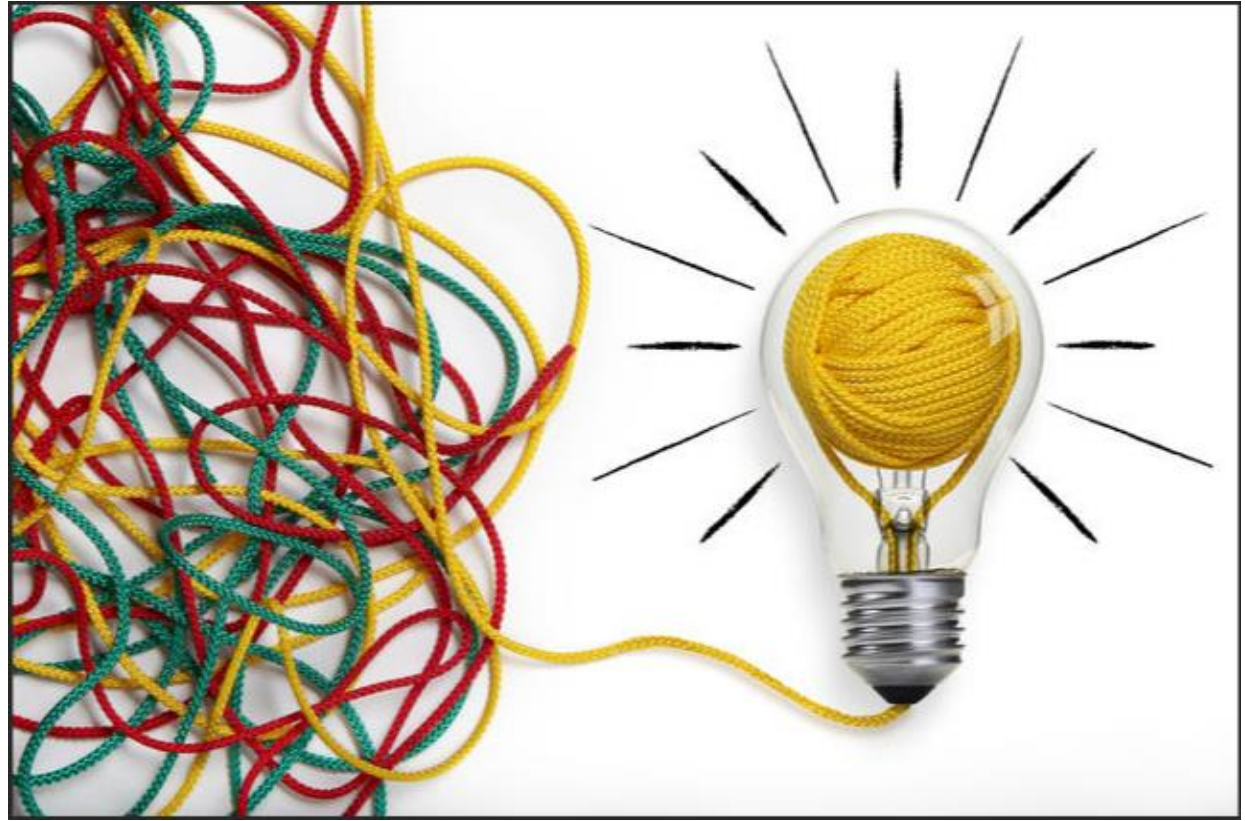
Providers: ~ 2400

Students: 4,221 in OHSU degree or certificate programs, including joint programs

U.S. News & World Report rankings:

- Best hospital in Oregon (2021-22)
- Health care national rankings in six adult specialties (2022-23) and seven children's specialties (2022-23)
- Education rankings in six programs and more than 10 specialties (2022)





We already know what you're saying!



- Been there.
- Tried that.
- Can't be done.
- Too hard, too expensive.

“ If I had asked people
what they wanted,
they would have said
a faster horse ”

- Henry Ford



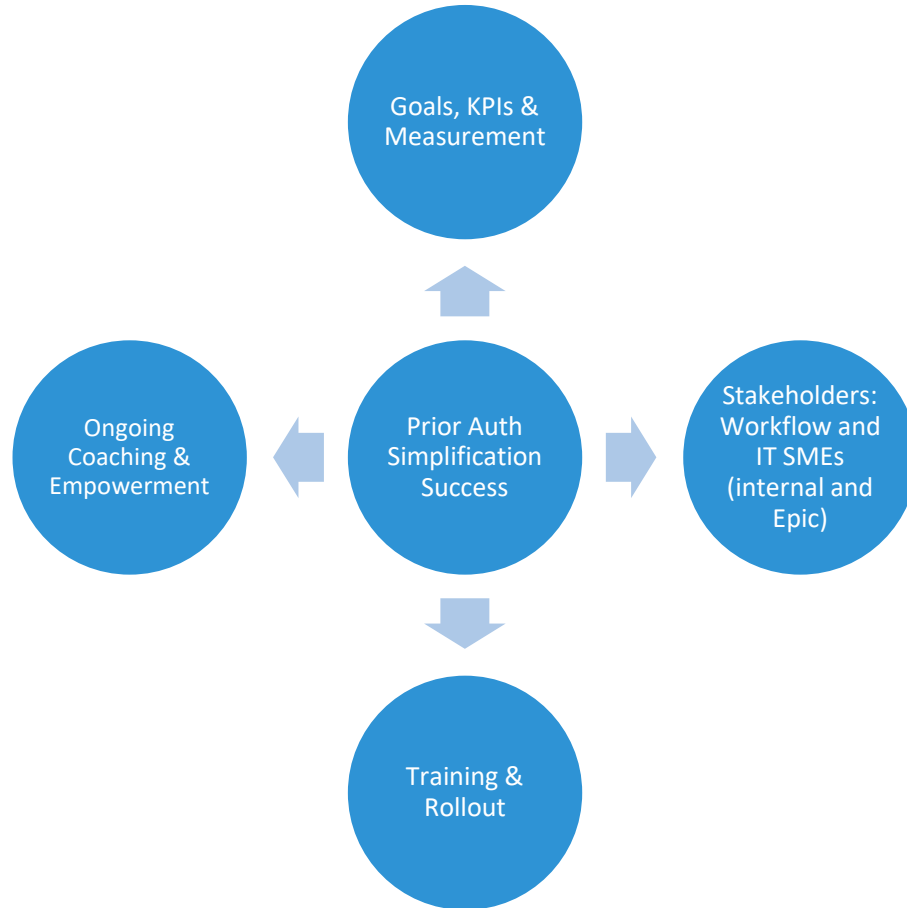
Key Takeaways

1. Dramatically simplifying prior authorizations is **truly possible**
2. Understand the steps to take
3. It's totally worth investment of valuable (and limited) resources

Our Situation

- Manual workflow
- Repetitive, redundant tasks
- Process was prone to errors
- Limited visibility, access across prior authorization continuum
- Staff frustration, morale, turnover

Approach: Key Factors for Success



Approach: Automation Requirements



Eliminate manual workflows

- Integrates with Epic
- Bi-directional data

Create operational efficiency

- User friendly, easy to train
- One platform: fax and portal
- Limit focus to exceptions
- Automate pending auth check

Decrease errors

- Auto-populates data
- Visibility and reporting capability
- Continuous, near-time payer changes

Eliminate duplicate work

- Organizational visibility/reporting across continuum
- Actionable data

Customized for our workflow

- Tailored to our payers, service lines, facilities, etc
- Continuous updates to changes in our network
- Exceptional CS responsiveness, partnership

Approach: an automobile, not a faster horse

OHSU's
Talent + Epic

Order Trigger
(Referral 278, FHIR API)



Automated Push
(278, OnBase/RightFax)

SINGLE interface to all payers

Authorization submissions & verifications

The screenshot shows a software interface with a table of authorization submissions. The table has columns for TRACKING TAG, URGENCY, PRIORITY, ENCOUNTER#, DATE, STATUS, PAY OUT, PAYER, and PLAN NAME. The data rows show various submission statuses such as PENDING AUTH, APPROVED, NEW REQUESTED, INFO REQUEST, and DENIED, along with associated encounter numbers and payer names like Care First, Anthem, and Humana.

TRACKING TAG	URGENCY	PRIORITY	ENCOUNTER#	DATE	STATUS	PAY OUT	PAYER	PLAN NAME
VALNCHB-180615-00001	ROUTINE	DUCK DONALD 05/06/1956 4588		6/15/2022	PENDING AUTH		Care First	Anthem
VALNCHB-180615-00002	ROUTINE	WALT STITCH 05/09/2018 1796378			APPROVED		Care First	Health Net
VALNCHB-180615-00003	ROUTINE	CAPTAIN HOOK 02/14/1979 23543			PENDING AUTH	01/04/19 3:24 PM	Anthem	Anthem
VALNCHB-180615-00004	ROUTINE	TEST GOOPY 10/29/1995 18474			NEW REQUESTED		Health Net	Blue Cross
VALNCHB-180615-00007	ROUTINE	WALT STITCH 05/09/2018 1796378			INFO REQUEST		Totter HealthCare Alliance	Health Net
VALNCHB-180615-00008	ROUTINE	TEST GOOPY 10/29/1995 18474			DENIED		Childrens Primary Medical Group	Blue Cross
VALNCHB-180615-00005	ROUTINE	DUCK DONALD 05/06/1956 4588			PENDING AUTH	10/05/19 10:29 AM	Childrens Primary Medical Group	Anthem
VALNCHB-180615-00001	ROUTINE	CAPTAIN HOOK 02/14/1979 23543			PENDING AUTH		Care First	Anthem
VALNCHB-181123-00007	ROUTINE	TEST PAGO 8333333			APPROVED		Humana	Anthem
VALNCHB-181123-00008	ROUTINE	TEST PAGO 8333333			APPROVED		BHP	Anthem

Humana

carelon

NIA Magellan

eviCore
healthcare

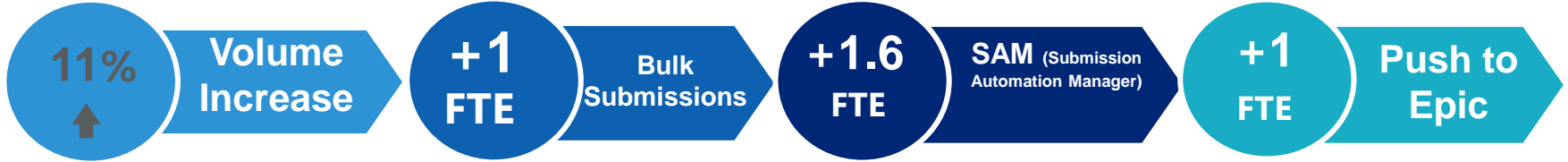
CareOregon

PacificSource
HEALTH PLANS

MOLINA
HEALTHCARE

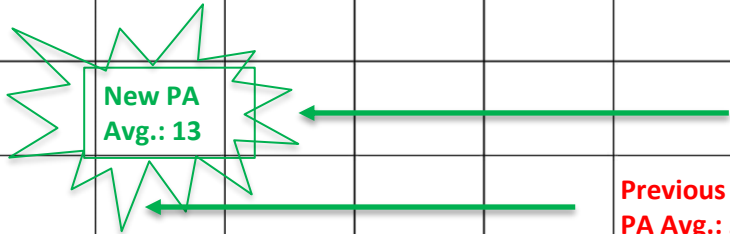


Results: 45% reduction in processing time (3.6 FTE savings)



Authorization Days Out:
160% Improvement

SUN	MON	TUE	WED	THU	FRI	SAT



“Wicked Magic”

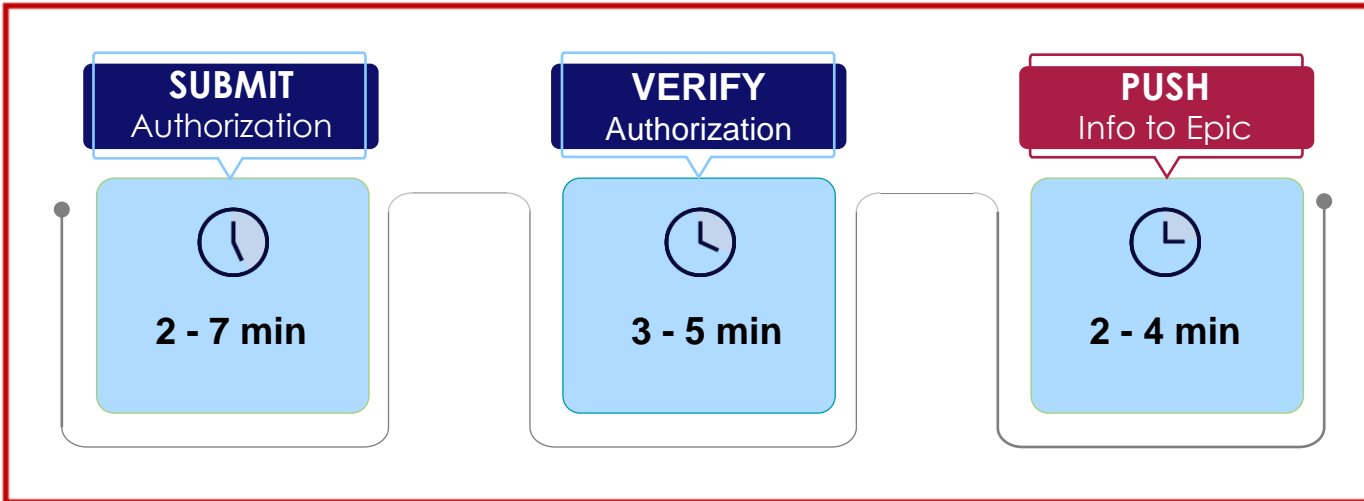
Previous
PA Avg.: 5
Patient
Procedure



Results: Automation, reduced errors, time savings

Automate bulk submission of web portal authorizations & verifications

Web Portals
(non-interactive)



Potential Time Savings

7 - 16 min

Automation Requirements

Eliminate manual workflows

Create operational efficiency

Decrease errors

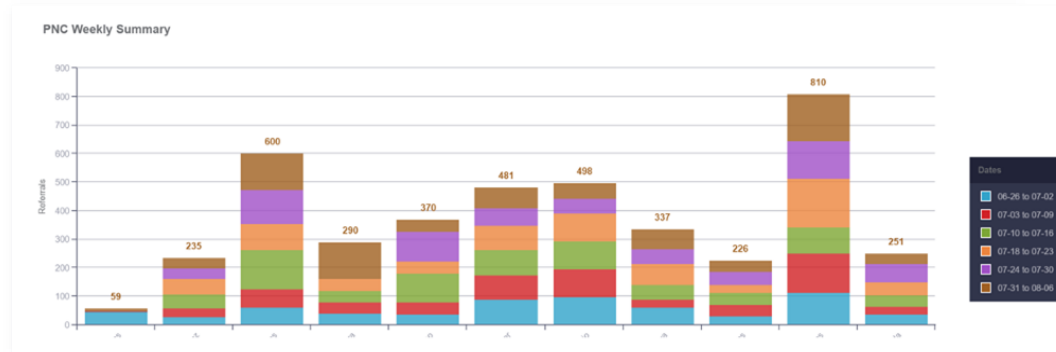
Eliminate duplicate work

Customized for our workflow



Real-time Reporting

USER PRODUCTIVITY (weekly/monthly)



USER SUBMISSIONS (monthly)

User 1	29	40	19	15	94	7	22	31	17	26	8	
User 2		144	350	458	301	210	218	208	256	41		
User 3	346	411	584	70						187	81	
User 4	156	259	278	171	135							
User 5						88	4	2				
User 6	240	214	264	200	90	22	746	760	810	724	904	268
User 7				4								

01
Authorization
Submissions

02
Authorization
Verifications/
Status/Touches

03
Payer Response
Data

Future Goals

- Touchless Authorizations
- Automated Notification of Admission
- Policy and Biosimilar Mapping

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Thank You

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