



CASE STUDY

Transforming Orthopedic Prior Authorizations and External Referrals at UHealth: A Collaborative Success with Humata

Leveraging Innovative AI and Automation Solutions to Enhance Efficiency, Transparency, and Patient Care in South Florida's Leading University Health System

BACKGROUND

The University of Miami Health System delivers leading-edge patient care by the region's best doctors, powered by the groundbreaking research and medical education of the University of Miami Leonard M. Miller School of Medicine. As South Florida's only university system, UHealth is a vital component of the community. UHealth combines patient care, research, and education to create a front-line approach to health care.

UHealth seeks to provide excellence in patient/family centered care, reducing the human burden from illness by delivering high quality, compassionate health care, leading life-changing discoveries and transforming patient care through innovative research, education and prevention.

DRAMATIC RESULTS

 **32%**

of volume is automatically closed by Humata for not requiring authorization for any of the associated coverages - creating an exception-based environment

 **25%**

efficiency gain enabled prior authorization specialists to achieve more through automation

 **41%**

of referrals are touchless, with documentation and clinical notes automatically compiled and faxed to the PCP

 **23**

FTE reduction (~10%) for referral management, plus avoided hiring for an additional 5% annual growth



THE CHALLENGE

UHealth operates with distinct teams for referrals and authorizations, each facing unique challenges due to manual processes.

Before partnering with Humata, the UHealth Orthopedic team was responsible for manually processing each authorization request within their Electronic Medical Record system. Handling an annual orthopedic volume of 12,000+, they had to individually curate clinical documentation and submit each request to the payer via fax or portal. This cumbersome process required many staff and led to significant operational inefficiencies. UHealth recognized the need for a technology-driven solution to streamline these processes and alleviate the burdens on the prior authorization team.

Meanwhile, the referrals team at UHealth faced different challenges given the high-volume of external referrals and the continuous need to coordinate with external PCP's to ensure the appropriate documentation was submitted. The team of 200+ FTE's had to manually group documentation, complete payer-specific forms, and ensure the accuracy of patient and procedure details prior to faxing—all repetitive tasks that lacked automation and further strained their resources.

THE HUMATA SOLUTION

UHealth took two key steps to enhance their referral and authorization processes: they selected Humata's End-to-End Authorization platform, PAtHway, and co-developed an innovative solution for external referrals called RAMS (Referral Automation Management Solution).

To streamline authorization processes, UHealth implemented Humata's PAtHway platform, which integrates with state, regional, and national payers. PAtHway supports the entire prior authorization continuum using automation and AI, triggering at the point of order. It helps providers determine what requires prior authorization, sources medical necessity policies for the plan, and uses its AI engine to curate recommendations for the clinical bundle. PAtHway facilitates a seamless submission process, provides automated status updates until a final decision is reached, and constantly monitors changes to referrals that could lead to downstream denials or write-offs. **Humata's automation brought back ~68% of Orthopedic authorizations needing an authorization which allowed the team to eliminate 32% of unnecessary work.**

“PAtHway does help a lot with submission of our referrals. I have received a lot of referrals where they have submitted the request and we're able to have increased efficiency into our next steps downstream.”

- Teresita Ruiz,
Senior Insurance Verification Representative

“The efficiency of Humata allows my role as an insurance representative to feel like a breeze. It feels like an all-in-one solution to allow me to do my job to the best of my ability.”

- Daniel Castellanos,
Senior Insurance Verification Representative

In addition, UHealth and Humata co-developed RAMS to automate the external referral process. This solution offers deep bi-directional integration with EHRs, including Epic and EDM systems like OnBase. RAMS ensures the right referrals are handled by the appropriate staff at the right time by automating workload distribution and prioritization. **41% of referrals are touchless, with RAMS retrieving documents from EHRs, auto-populating referral request forms, attaching recent progress notes, and auto-faxing them to the PCP 30 days before the appointment.** If no PCP fax number is available, the system assigns the task to a Referral Specialist. Exception-based workflows alert staff when faxes fail or when referrals are not yet authorized for upcoming appointments.



“The partnership with Humata has been overwhelmingly positive. For referrals, the big benefit is the administrative savings for not having to manually fax these requests to PCP’s. It is a big savings and it gets it in their hands more timely.”

- Matthew Stojakovich, VP Revenue Cycle

“Reporting and analytics provided within PPathway have allowed a new level of transparency for the organization. The metrics that are available in our EHR were minimal - being able to get very granular with specific Humata KPI’s for Orthopedics has been a wonderful help.”

- Ivis Rodriguez, Senior Practice Manager

“It’s been incredibly helpful for Humata to utilize automation to fax and submit PCP referral requests with the necessary medical notes on our behalf. This gives our team time to focus on other activities that truly require our attention.”

- Nicole Cisco, Director,
Central Insurance Verification, Revenue Cycle



“We’re incredibly proud of the advancements achieved through our partnership with the University of Miami. By integrating our AI technology, we’ve transformed the process for orthopedic prior authorization submissions. This collaboration has led to the co-development of a solution that was previously unavailable in the market. Our success is not just about leveraging technology; it reflects our shared commitment to operational excellence and enhancing patient care.”

- Jeremy Friese, Founder & CEO - Humata Health

Ready to see how Humata can solve your PA problem?
Contact us today at info@humatahealth.com for a free demo.