

# Renown Health & Humata partnered to transform

## Case Study

### Renown Health and Humata partnered to transform the prior authorization process with the use of automation and AI

Humata's platform reduced manual work by 45% creating an exception-based workflow that allows staff to focus solely on cases that require human attention.

#### BACKGROUND

Renown Health is the largest not-for-profit, locally governed health system in northern Nevada, serving communities across Nevada, Lake Tahoe, and northeast California. With a history dating back to 1862, Renown is recognized for its commitment to advancing health and care through innovation, compassionate service, and community partnerships.

The system includes hospitals, urgent care centers, a medical group, and Hometown Health—Nevada's only locally owned, not-for-profit health insurance company. Renown also partners with the University of Nevada, Reno School of Medicine to operate the state's first integrated health system focused on education, research, and high-quality patient care.

#### Dramatic Results

**45%**

Of coverages were auto-completed by Humata, allowing staff to focus on other coverages within authorizations for patients

**94.9%**

First-Pass Approval Rate was obtained through the improved quality of submissions

**100%**

Improvement in days-out through a combination of improved payer approval timelines and workload prioritization

# The Challenge



Before partnering with Humata, Renown Health manually processed each individual prior authorization which was a challenge given the significant volume within the Imaging service line. The task of handling prior authorizations was not only administratively burdensome but also came with high operational costs. The centralized team dedicated to managing these authorizations included 16 FTEs, reflecting the sheer volume of labor-intensive work required to keep up with the demand.

The complexity of the prior authorization process was further exacerbated by the constantly evolving policies of various payers, seven national payers specifically for Renown. Each payer had its own set of requirements for what necessitated a prior authorization and the specific documentation needed as part of the clinical bundle for submission. This was taken a step further with state level plans and policies. This ever-changing landscape made it increasingly difficult for Renown to maintain efficiency and ensure compliance with all payer requirements.

Recognizing the need for a more streamlined approach, Renown sought a technology-driven solution to tackle these challenges head-on. The goal was clear; to achieve significant efficiencies within the prior authorization process, thereby enabling staff to work further in advance. This advancement allows patients to be scheduled for the necessary care as swiftly as possible. The ability to expedite patient scheduling was not just a matter of operational efficiency; it was imperative to ensuring timely access to critical services.

## The Humata Solution

To streamline their prior authorization process, Renown Health selected Humata's PATHway solution. PATHway securely integrates with the EHR and immediately began tracking orders that required a prior authorization in a central location. Humata's solution automated the distribution and prioritization of work, ensuring that prior authorizations were managed by the most suitable personnel at the optimal time.



"Humata has enabled a new level of efficiency which has allowed us to work further days out than ever before. This is critical for procuring authorizations timely and limiting any negative impact to patient care."

- Jessica Bradley, Supervisor of Customer Engagement, Renown Health

PATHway connects to state, regional, and national payers and supports the full end-to-end prior authorization continuum with the use of automation and AI. Triggering at the point of order, PATHway supports providers in understanding what requires a prior authorization, sources medical necessity policies for the plan, and utilizes its AI engine to curate recommendations for the clinical bundle. After supporting staff through a seamless submission process, PATHway begins automated statusing until a final decision is made, while constantly detecting changes to the referral that could cause downstream denials or write-offs.



“Humata’s automation allows us to focus on the cases that require staff attention. The AI packaging feature allows us to quickly submit to the payer knowing that the right clinical information has been included in the bundle.”

- Amanda Ishii, Referral Specialist,  
Renown Health

## A New Level of **Transparency**

In addition to automating workflows, PATHway also features a robust reporting suite that provides leadership with enhanced insights into operations, surpassing the capabilities of native EHR systems. Since all authorizations are centralized by Humata, it is now possible to track important metrics such as productivity, peer-to-peer rate, reschedule rate, cancellation rate, first-pass approval rate, among other key indicators.



“Humata’s reporting capability has allowed for improved operational oversight of the team. The peer-to-peer information has been particularly beneficial and has helped alleviate manual tracking. I can now make targeted adjustments to specific aspects of my team’s processes which has improved team productivity and enhanced our effectiveness and efficiency.”

- Rene Jacinto , Manager of Customer Engagement, Renown Health



**“We’re transforming prior authorization into a frictionless experience for providers and patients alike. By removing delays, reducing burden, and ensuring approvals happen faster, we’re helping healthcare systems like Premier return their focus to what matters most: delivering timely, high-quality care.”**

- Jeremy Friese, Founder & CEO - Humata Health