Premier Health | Humata Health

Premier Health & Humata partnered to transform prior authorization

Case Study

Premier Health and Humata bolster their commitment to improve patients' journeys with automation of prior authorization

Humata's technology reduced the manual work of Premier's radiology department, creating an exception-based workflow that enables the staff to focus solely on cases that require end-user attention.

BACKGROUND

Premier Health is the largest comprehensive health system in Southwest Ohio, committed to building healthier communities through high-quality, cost-competitive healthcare. As a not-for-profit healthcare network, Premier's reach includes five acute-care hospitals, an extensive network of physicians, numerous affiliate organizations, and more than 100 locations providing tertiary care across 17 counties.

Premier is greatly invested in the outcomes of their patients. That is why they sought a solution to help standardize prior authorization and provide a higher level of successful patient outcomes.

We Care. We Teach.
We Innovate. We Serve.

At Premier Health, our vision, mission, and values aren't just words, they're the road map that helps us inspire better health.

Premier Health Motto
www.premierhealth.com



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The Challenge

Prior to partnering with Humata, Premier Health constantly faced the challenge of handling significant volumes of prior authorizations without utilizing automation. The administrative burden and, most importantly, the delays in patient care were critical challenges that needed to be addressed with an automation partner.

Premier aimed to better serve their patient population by gaining efficiencies within its workflows for prior authorization. Additionally, it was clear that Premier needed to increase patient visibility to this process because they found challenges with:

- Staff and patient frustrations around auth approvals, dates of service, and status transparency.
- Patient confusion on procedure details contributing to increased phone calls.
- Downstream and upstream handling of auth + claim for the patient.
- Annual auth volumes increasing and sacrificing efficiency for accuracy and an increased need to recruit/train resources.
- Losing sight of the patient experience and mission driven purpose.



THE HUMATA SOLUTION

To double down on their commitment to community with cost-competitive healthcare, Premier knew they had to address one of the biggest barriers to care delivery: prior authorization.

Premier chose Humata to streamline their prior authorization process and incorporate automation into their workflows for increased efficiencies. Centralizing the service line in a single EHR, Humata's automation retrieves the necessary EHR information and documentation, performs authorization determination, generates clinical packaging for submission, ensures statusing post-submission, and tracks changes with post-auth monitoring (PAM). This streamlined process also includes an automated platform for reporting and analytics, which enables insight into operations for leadership.

> **"I like the fact that I can get a head start on generating a clinical package with the AI clinical packaging. The relevant information has already been gathered for me and is ready to send.**
>
> *- Tyson Nalder, RN, BSN, Pre-Certification Nurse Manager, Premier Health*

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Humata connects to state, regional, and national payers and supports the full end-to-end prior authorization workflow with the use of automation and AI. Referrals are triggered at the time of entry and sent to Humata. The system removes the guesswork behind CPTs and Dx codes, sources medical necessity policies for the plan, and utilizes its AI engine to curate recommendations for the clinical bundle. After submission, Humata continues to automate and search for a status until a final decision is made by the payer.

In the first 90 days from go-live, **31% of coverages were auto-completed by Humata** as "Auth Not Required" after confirming requirements directly with the payer. This time savings allows staff to focus on other submissions within the imaging service line as these confirmations **typically took 5 minutes to do manually.**

Clinical bundling leverages Humata's intelligence models to group documents specific to the procedure code (CPT) as part of the submission process. At Premier 95% of cases, with enabled CPT, had an AI generated bundle created. Since go-live on an initial set of codes, Premier observed an 80% improvement in staff efficiency – in total saving 5-10 minutes for each submission. When required for submission, AI generated bundles require less time reviewing, searching, and adding documents. This success is expected to increase over time as the solution brings additional CPT based clinical bundling to Premier authorizations.

> **"Prior to Humata, packaging took us anywhere from 5 to 10 minutes based on the procedure and complexity of the patient. Now by plugging in automation capabilities we're able to streamline that to 1-2 mins of review and minor edits only. This is a huge efficiency gain for my staff."**
>
> *- Kimbra Kahle Paden, RN, MS, CMC, Director Denials Management, Premier Health*

Additionally, Humata's exception-based workflows alert staff to changes or exceptions where authorizations are pending for upcoming appointments. This significantly reduces last-minute complications, improves staff efficiency, and ensures finalizing authorizations an average of **two weeks before procedure dates**—minimizing cancellations, forced reschedules, denials, and write-offs.

Other Key Results

62% Authorization Statuses are obtained by Humata without requiring Premier staff to access the payer portal.

80% Efficiency improvement when Humata clinical bundling prepared auth packets on initial limited set of CPT codes in the initial go-live phase.

92% Prior authorization first-pass approval rate through improved quality of submissions.

> **"Humata can auto-complete the cases that don't require authorization, saving - my staff time, allowing them to focus on cases that need greater attention."**
>
> *- Tyson Nalder, RN, BSN, Pre-Certification Nurse Manager, Premier Health*

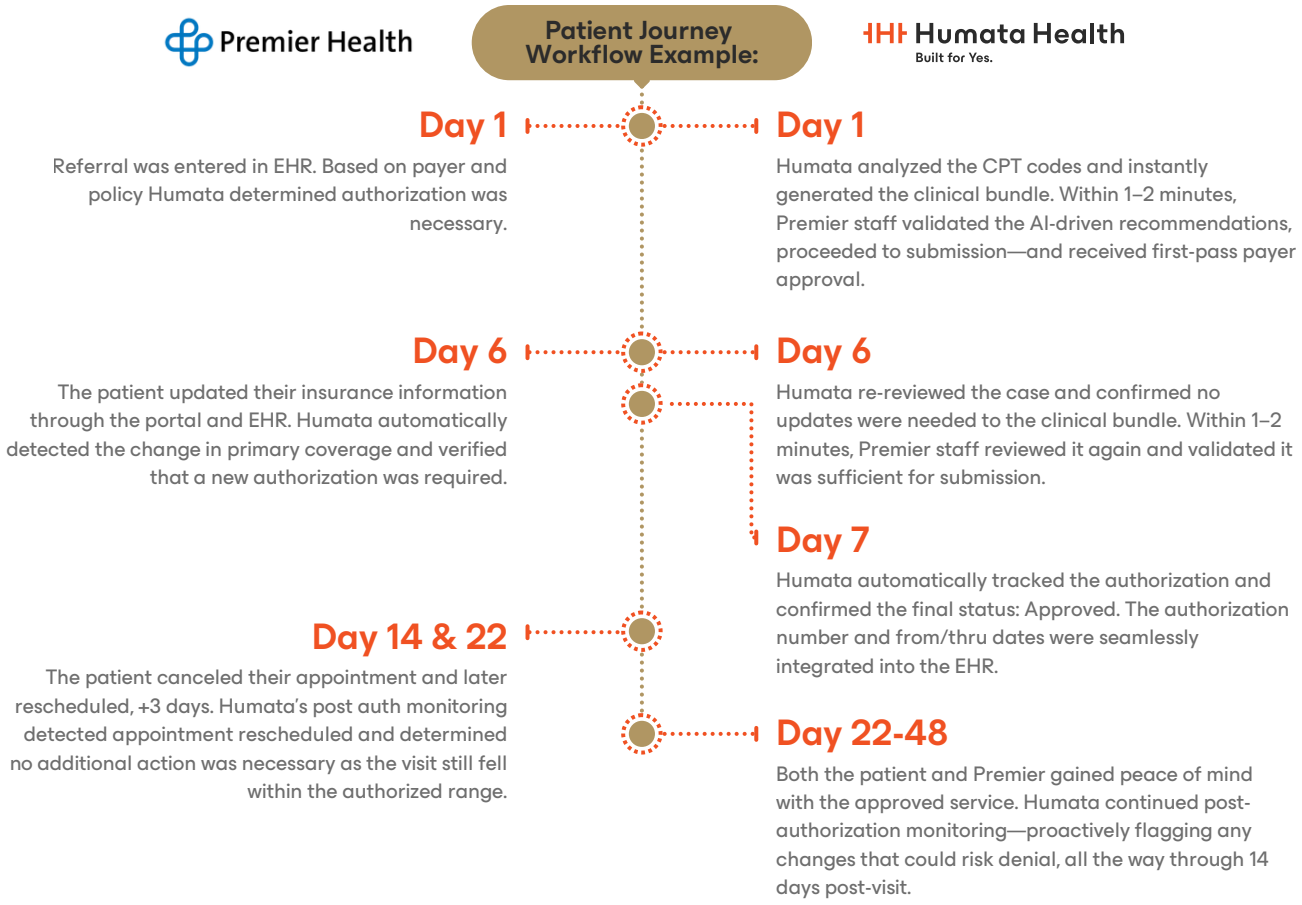
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Our Commitment to the Community

Beyond delivering cost-effective healthcare, Premier aims to provide a comprehensive patient-first experience. Managing one's healthcare journey can be complex, especially when dealing with payer regulations. Humata simplifies the process, ensuring that patients receive care at their preferred location and time.

People have busy and complex lives and that is no exception for a patient at Premier Health in Dayton, OH insured by a commercial plan. Premier understands that their patients want to control how they receive their care. This Premier patient was empowered with a modern EHR, Patient Portal, and automations that sped up time to access Premier's services. Using the portal, the patient was able to update their insurance,cancel, or reschedule to a day that fit their needs. With Humata working in the background, Premier's staff and the patient did not have to worry about the schedule changes interfering with auth approvals or lapses that would lead to visit cancellations or claims write-offs downstream.

The patient needed to be seen at Premier's facilities for a myocardial perfusion imaging procedure. Within the same day of the initial referral, Premier staff was able to submit a Humata generated clinical bundle to the Payer portal. The below patient journey outlines how the patient took control of their care and how Humata seamlessly supported Premier's staff's ability to obtain approval for the service:

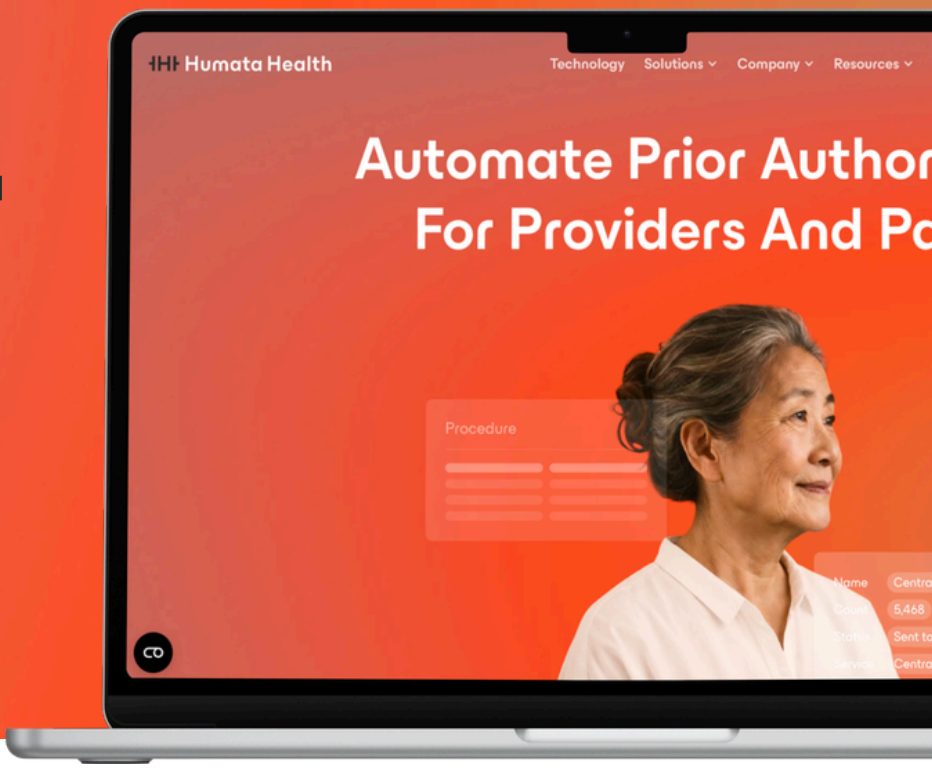


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Built for Yes.™

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



"Initially my team was packaging from scratch one document at a time, but now with Humata my team is able to focus only on the quality of the submissions. We went from starting from scratch to reviewing automation generated packaging and automation results to fast-track workflows with the aim of improving time to patient care."

- Kimbra Kahle Paden, RN, MS, CMC,
Director Denials Management, Premier 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

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