Automating insurance prior authorization in RT

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Today, Prior Authorization is a manual, expensive process that leans on the clinical team and revenue cycle staff to provide patient-specific data and treatment details to the healthcare payer. Because treatment guidelines are not sufficiently patient-specific, 40% of authorizations need additional clinical information. This process consumes time that physicians may have otherwise spent with patients; further, prior authorization may cause treatment delays which can cause potential acute and long-term adverse events.

"I was spending up to an hour every day on prior authorization; this is time which could have instead been dedicated to my patients," says Marc Posner, MD, Medical Director, radiation oncologist.

The InsightRT platform (Siris Medical, Burlingame, CA) was recently deployed at the Northwestern Lake Forest and Grayslake cancer centers to provide automated prior authorization. InsightRT integrates into the oncology health record and its Artificial Intelligence engine, guided by a historical treatment dataset of Northwestern's expert opinions over the past 5 years, applies patient-specific clinical knowledge to payer guidelines at the point of care. Within a matter of weeks, automated prior authorization had been integrated into the prior authorization process, and now 85% of their patients are processed with the platform.

Decrease time dedicated to prior authorization tasks

The manual process to achieve a treatment authorization can take up to 16 steps between collecting relevant clinical data, filling out forms, receiving fine-tuned guidelines from the payer, and exchanging patient-specific details, and up to two weeks. After the launch of automated prior authorization, the

clinical team was able to <u>reduce the number of steps by 44%</u>. For the revenue cycle team, this impact was substantial, reducing prior authorization activities by 30-45 minutes per patient.

Use AI to automate, not just digitize the process

Until now, solutions have been focused on replacing the traditional paper forms with digitized ones. While this does provide some time savings, the bulk of the high-value time is spent curating and communicating the clinical information to demonstrate how a patient's unique treatment needs require certain care. Thus, solving the Prior Authorization challenge means that clinics need solutions to both automate the paperwork process and the clinical intelligence to adjudicate appropriateness of care. InsightRT offers both solutions in one platform.

The clinical integrations into the Oncology Information Systems automate the collection of clinical data needed for form-filling, in an automated process which is launched after the patient treatment consult.

The Insight AI engine, by leveraging its real-world knowledge-base, supplements the form data with evidence as to whether the patient treatment fits the guideline. This evidence is patient specific, and thus can alleviate the peer-to-peer review between the treating physician and medical specialist; in fact, experience suggests that these reviews can be decreased by 60%. Moreover, experience suggests that this clinical evidence will successfully overturn improper authorization and claims denials, worth thousands of dollars.

Find savings in operational expense and lower financial risk

Prior authorization automation decreases the administrative burden of prior authorization, providing value of:

- 44% fewer steps to run prior authorizations
- Up to 30-45 minute time savings per patient
- 60% reduction in physician to physician peer-to-peer review
- Reduced write-offs for necessary care.

InsightRT lowers the financial risk to the clinic.

The patient wins