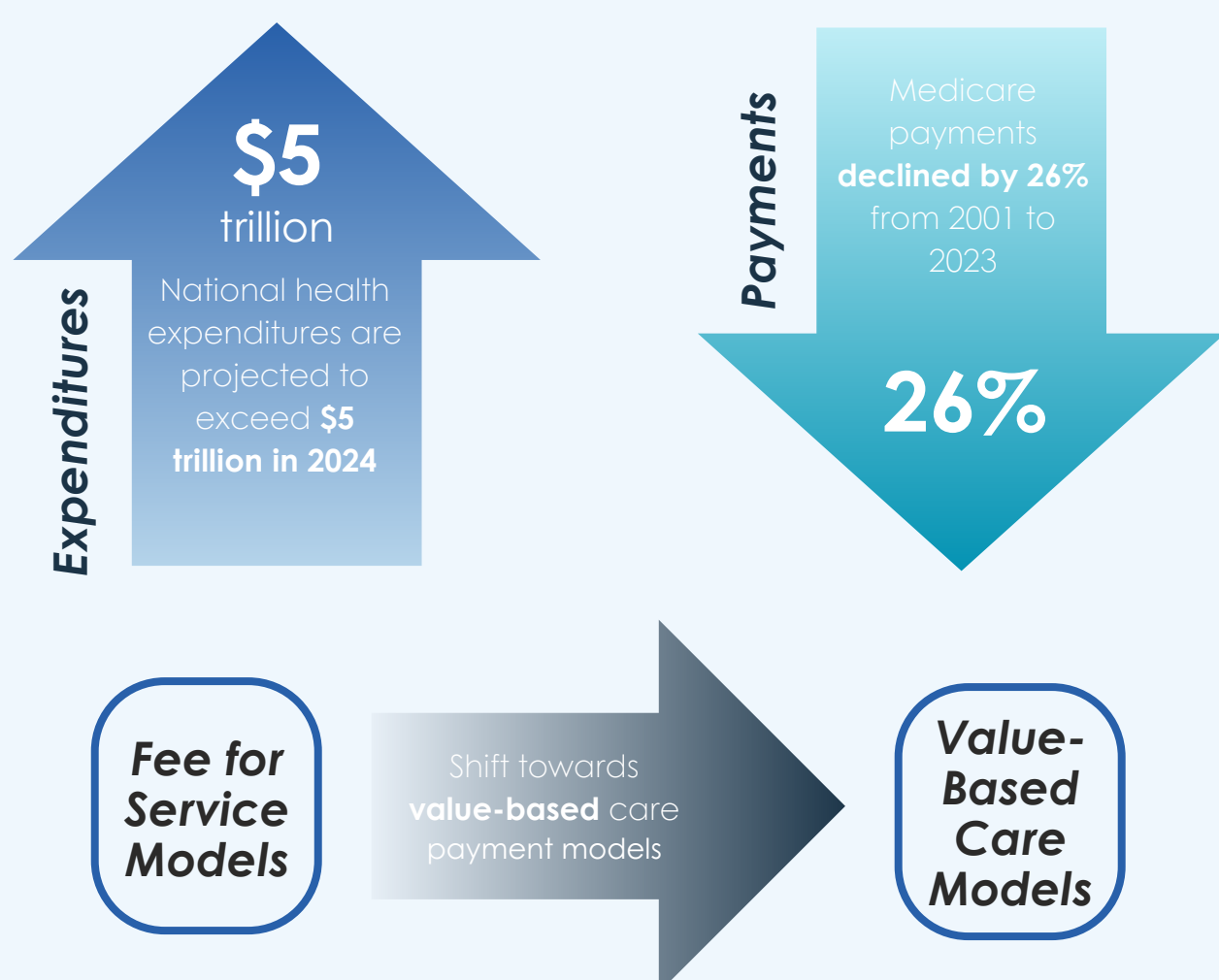


# REIMAGINING UTILIZATION MANAGEMENT

## Current Pressures in Healthcare



### The Patient Perspective



**58%** of insured adults experienced problems with health insurance in the past year



**17%** were unable to receive care



**15%** experienced a health decline



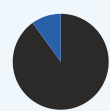
**28%** paid more than expected



### The Provider Perspective



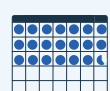
**1 in 4** physicians report prior authorization led to serious adverse events



**90%** of physicians say prior authorization delays necessary care



physicians spend **16 hours/week** on administrative duties



the average wait time for a primary care visit is **20.6 days**



### The Payer Perspective



Challenges in managing costs while ensuring quality care



Balancing appropriate care authorization with cost control

## Amplifying Human Expertise with AI and Automation

### Deconstruct



- Process discovery workshops, Process mining, and Reverse Demos to **deconstruct** work to tasks - **Why/Who/Where/When/How**
- **Value Analysis** - Leverage Task Mining - an AI-powered tool that automatically captures and analyzes user desktop activities.

### Simplify



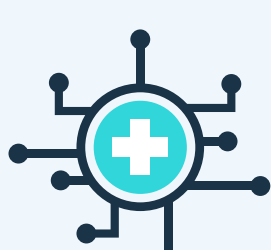
- Identify **parts of the work that is repetitive and time-consuming tasks** suitable for automation and AI.
- Identify **variability** in the process to standardize
- **Simplify** the number of steps - No change, New, Delete.

### Reconstruct



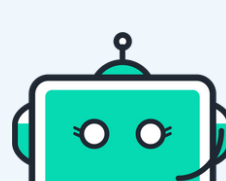
- **Reconstruct the work while offloading elements to automation and AI.**
- **Workforce Transformation** - Redeploy/Reskill/Upskill
- **Governance** for a culture of accountability.

## Reaping the Benefits



AI-assisted automated prior authorization processes  
Predictive analytics for patient risk assessment  
AI-assisted clinical decision support

Reduced administrative burden  
Faster authorization processes  
Improved accuracy in decision-making  
More time dedicated to patient care



Faster access to care  
Reduced administrative costs  
Improved patient satisfaction  
Better alignment with value-based care models

Reimagine your UM with AI and Automation for a better future in healthcare delivery! Contact our experts to learn how.



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