



## Streamlined Prior Authorization in a Matter of Days

Rapid launch of Verata platform delivers faster turnaround and cuts peer-to-peer calls

### BACKGROUND

Longwood Orthopedic Associates (LOA) is a premier practice specializing in joint, knee, and hip replacements. Their five orthopedic surgeons do over 3,000 surgeries every year. Among the team of surgeons is the Distinguished Chair of Orthopedics and Surgeon-in-Chief at New England Baptist Hospital, David Mattingly, MD.

### AN EXPENSIVE CHALLENGE

Stringent payer requirements and peer-to-peer calls diverted staff attention away from patient care to time-consuming prior authorizations. Medical secretaries were also inundated with calls from surgical facilities trying to confirm that authorizations were in place.

### SEAMLESS LAUNCH & DRAMATIC RESULTS

Determined to solve prior authorizations quickly, LOA launched Verata Health within 2 weeks. Verata created a standardized and streamlined workflow, working seamlessly with their eClinicalWorks EMR.

Relieved of unnecessary phone calls, medical secretaries saw faster turnaround times and fewer peer-to-peers almost immediately. In a survey, 93% of LOA users would recommend Verata Health to another practice. "Verata ensures that we are always kept up to date on the statuses of every prior authorization, saving us time to focus more on patient care and less time on the phone," reports Kathy Morgan, Lead Medical Secretary.

With Verata Health, LOA has reported a 59% improvement in FTE spending on prior authorizations. The decision to use Verata Health was a no-brainer according to Matt Nivison, Executive Director at LOA: "With Verata, we've increased staff productivity and reduced overall FTE costs, while adding an additional provider. We look forward to increasing our partnership with Verata as we continue to grow."

# 59%

**REDUCTION IN FTE SPEND**

**"With Verata, we've reduced overall FTE costs, while adding an additional provider."**

- Matt Nivison, Executive Director



Ready to see how Verata can solve your PA problem?  
Contact us today at [info@veratahealth.com](mailto:info@veratahealth.com) for a free demo.