

Top Hospital System Transforms Prior Authorization Process Using Verata Platform

Verata reduces Prior Authorization-related write offs by 30% and delivers a 4X ROI at New England Baptist Hospital

BACKGROUND

New England Baptist Hospital (NEBH) is consistently ranked one of America's top hospitals for orthopedics by U.S. News and World Report. It offers a comprehensive suite of advanced imaging, including CT, MRI, Interventional Radiology, Fluoroscopy, Nuclear Medicine, and Ultrasound. NEBH has been the official and exclusive hospital of the Boston Celtics for over 30 years.

AN EXPENSIVE CHALLENGE

While NEBH uses Cerner as their EMR, PAs were done manually and tracked on an antiquated system. This created a heavy burden on staff that had to rely on paper systems. Staff spent hours on the phone with Payers and sorted through stacks of paperwork, causing patient telephone abandonment rates to skyrocket to 16%. Management had no visibility into productivity, time to completion, or process bottlenecks. Practice affiliates and surgeons grew frustrated with delays and high PA denials – to the point of diverting imaging orders from NEBH to standalone imaging centers, resulting in lost revenue.

THE SOLUTION: VERATA PLATFORM

With Verata, NEBH was able to streamline PA operations to be standardized, reliable and scalable. The ability to sort incoming fax orders, assign orders, track PA submissions and produce powerful reports all within one platform allowed for a reduction in scheduling delays and cancellations, decrease in denials, and increased overall patient satisfaction. Verata provided managers with greater visibility, control and operational efficiency throughout the PA process.

AT A GLANCE

With over 200 daily incoming fax orders, NEBH had a growing backlog of Radiology Prior Authorizations (PA). The average turnaround time for a PA from order received to patient schedule was nearly 11 days, resulting in patient frustration.

SUCCESS SNAPSHOT

- **Faster Service:** Time to PA completion and patient scheduled decreased from 10.6 to 2.3 days
- **Greater Productivity:** 23% Improvement in FTE spending
- **Higher Patient Satisfaction:** 81% improvement in Telephone Abandonment Rates
- **Powerful ROI:** Achieved 4X ROI

HOW IT WORKS

The Verata platform is capable of handling PAs end-to-end. Verata can receive faxed orders or orders directly through an EMR. Verata then helps prepare a PA submission and tracks the PA through completion. With a live dashboard, managers have an air-traffic-control view of all PAs from beginning to end. Powerful intelligence for staff productivity and throughput is available across all departments.

DRAMATIC RESULTS

Eliminating manual processes with the Verata platform transformed NEBH operations in just a few months.

4X

**Return on
Investment**

Freed from payer calls, NEBH staff are now able to focus their time on patients.

Telephone abandonment rates dropped from 16% to 2.9% within two months, and rates have remained below 3% since Verata launched. Today, the department receives an imaging order, completes a PA, and schedules a patient within 2.3 days on average, a dramatic reduction from their 11 day average previously.

Patients are scheduled faster than ever, and patients and physicians are happier.

By streamlining PAs, NEBH has strengthened its financial position as well. In a year-over-year comparison, Verata reduced write-offs by 30%, reduced staffing costs by 25% through greater productivity, and eliminated redundant software (and its associated fees). Overall, Verata delivered a 4X ROI to NEBH in just its first year.

According to Tom Gheringhelli, CFO of NEBH, "We needed a dependable authorization process, and we chose Verata as our solution. Our experience has been very positive—we've reduced write-offs by 30%, cut turnaround times by 78%, all while improving staff productivity by nearly 25%. Verata is one of the best decisions we've made. They are simply committed to our success!"

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With strong patient satisfaction, streamlined PAs, and faster scheduling, NEBH has recaptured revenue lost to the competition. Since Verata's initial launch in Radiology, NEBH has expanded Verata to Physical Therapy, Occupational Therapy, Pain, Orthopedics, and Spine Surgery.



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