

50% less manual work: USA Health automates authorization

Key results

Increased daily authorizations by 100%

Cut manual work by 50% and reduced errors and denials

Expanded to six service lines without increasing staff

Provided accurate tracking of staff productivity

The breaking point

When you process authorizations for over 250,000 patients each year, speed and precision are critical. Unfortunately for USA Health, manual processes were causing delays for the already stretched teams, leading to an increase in denials. USA Health needed to find a more efficient solution to streamline their authorization processes and improve outcomes.

The Challenge

Missing authorizations led to denials and rework

Like many health systems, USA Health faced challenges with a frustrating manual authorization process. Work queues within their EHR system were often inaccurate, forcing staff to print out schedules twice daily to track changes. This manual tracking led to inefficiencies and errors. As a result, too many cases were slipping through the cracks, resulting in denials and extra work for staff.

“We knew we needed to transform our authorization workflow processes. We were experiencing a high rate of denials due to a lack of authorizations.”

- Amy Grissett,

Senior Director of Ambulatory Revenue Cycle at USA Health

With mostly manual processes, the team was at risk to make errors and lose time. It was difficult to track team accountability because of inefficiencies in their current processes.

The problem became more pressing as USA Health introduced new service lines. Hiring additional staff was off the table, so they opted for automation to handle the increased workload more efficiently.

“Our objectives were around staffing mostly. We were trying to do more with less. We also wanted to be able to monitor what our employees were doing and ensure they were accountable. The tools that Experian® provides allow us to capture that data.”

- Amy Grissett,

Senior Director of Ambulatory Revenue Cycle at USA Health

The approach

Using automation to enhance accuracy and speed

USA Health saw Experian Health's Authorizations solution as a natural fit. "We were already using Experian for eligibility purposes and decided to implement Authorizations to optimize the integration process," explains Grissett.

"Workflow and automation were key. We collaborated with their team to optimize a complex and sometimes inconsistent system for managing authorizations."

First the team needed to determine if authorization was necessary. If so, they would complete the authorization on the payer's website. Experian's Authorizations would then track the status of the authorization, saving time on phone calls and web portals for pending cases. Once the authorization was obtained, our product would automatically post the status update into the EHR."

- Alicia Pickett
Senior Product Manager at Experian Health

These automated inquiries provide real-time updates on the status of each request, so authorized services can be cleared instantly. Staff always know which tasks to tackle first, thanks to automated alerts and dynamic work queues.

Reflecting on the implementation process, Grissett recalls,

"The implementation process took approximately 6-8 months, and we did it in phases. We started with one service line. As the team became more comfortable, we added additional service lines."

Overall, the implementation met our expectations. And the solution has greatly improved our authorizations process and workflows.

- Amy Grissett,
Senior Director of Ambulatory Revenue Cycle at USA Health

The impact on productivity was also clear. According to Grissett, the organization successfully ensured that staff met their goals and productivity standards. The key productivity metric was the average number of accounts completed per employee each day. **Initially, this figure was around 20 accounts, but as employees became more proficient, it increased to between 40 and 50.**

The result



Saying goodbye to messy manual workflows

Since implementing Authorizations, USA Health has seen major improvements in efficiency, denial prevention and staff performance.

Manual tracking and printouts have been replaced with faster, more accurate automated processes allowing staff to process 130,000 accounts annually. Thirty dynamic work queues organize tasks by date and service line in real time. **Automated payer website checks generate instant responses for more than 50% of accounts. Of these, 45% don't require authorization, and 12% receive immediate approval, leaving a more manageable number of complex cases for staff to handle themselves.**



Doubling productivity without increasing headcount

Staff now handle twice as many accounts as before, up from 20 to as many as 50 per day. Authorizations' monthly scorecards measure productivity, accuracy and denial rates, providing clear feedback on performance.

USA Health has also been able to reduce the number of cancelled and rescheduled appointments caused by authorization-related delays, which has a tangible effect on patients.

Case study

USA Health

Grissett attributes much of the success to the strong partnership with Experian:

“The Experian team was instrumental in helping us pivot and develop specific workflows tailored to our needs. Together, we addressed missing payer connections and created knowledge-based rule sets to drive efficiencies. As we add new facilities or services, the process is fairly seamless. We already have the intel on the number of staff required to manage a specific number of accounts, the productivity measures needed and how to streamline processes. This allows us to replicate workflow processes and optimize operations effectively. In fact, we’ve added six more departments with our staff of 28.”

- **Amy Grissett,**
Senior Director of Ambulatory Revenue Cycle at USA Health

Looking ahead, Grissett plans to introduce more service lines and facilities in the near future and continue to refine workflows and streamline processes to better equip their staff and ultimately better serve their patients.

About USA Health

USA Health is the only academic health system along the upper Gulf Coast, providing patient-centered care and medical education across four facilities including USA Health University Hospital, USA Health Children’s & Women’s Hospital, USA Health Mitchell Cancer Institute and USA Health Providence Hospital. With a team of 7,200 clinical and non-clinical staff, it serves over 250,000 patients annually, generating \$750 million in revenue

About Experian Health

Experian Health serves more than 60% of US hospitals and more than 7,500 medical practices, labs, pharmacies and other healthcare providers. We help our clients simplify healthcare with data-driven platforms and insights to make smarter business decisions, deliver a better bottom line and establish strong patient relationships.

Experian Health Authorizations simplifies prior authorization by automating inquiries and guiding providers through a streamlined workflow. It automatically fills payer data, prompts only when needed, and ensures real-time access to national and local payer rules. AI-driven routing connects users to the correct payer and submission method. The fully automated back-end process helps reduce delays, improve accuracy, and boost operational efficiency.

