

Prior Authorization

AI-powered prior authorization capture, classification and data extraction



Don't let manual document intake processes hold your organization back from timely responses to prior authorization requests. [CAQH estimates](#) that the medical industry could save \$494 million annually if prior authorizations were fully electronic. More than ever, organizations require the ability to efficiently and reliably process incoming documents. Without advanced data extraction capabilities, document capture can become a bottleneck for prior authorization automation.

Hyland Intelligent Document Processing provides AI-powered document capture, classification and intelligent data extraction to reliably automate prior authorization, improving efficiency, accuracy and speed of response.

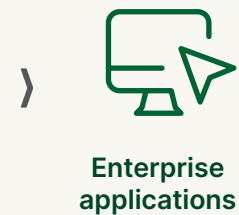
Benefits

- **Reduce costs:** AI-powered intelligent automation drastically reduces the need for costly manual processing.
- **Speed up business processes:** Accelerate processing to meet [CMS compliance rules](#) and avoid penalty fines.
- **Improve data accuracy:** Intelligent character recognition, data extraction and validation reduce errors and exceptions.
- **Improve security and compliance:** Reduce the risk of PHI breach by automating the processing of sensitive and private information.
- **Reduce paper usage:** Transitioning to digital documents contributes to environmental sustainability.
- **Improve member experience:** Faster prior authorization processing enables quicker treatment.
- **Enhance process visibility and administration:** Web-based interface and low-code process designer simplify administration, deployment and expansion.
- **Simplify automation building:** This highly scalable capture and processing platform can address enterprise-wide IDP use cases.
- **Leverage the power of AI:** Integrated online learning engine allows the platform to continuously improve, increasing efficiency and reducing the need for human intervention.

Hyland Intelligent Document Processing for Prior Authorization

Hyland™

Alfresco
Nuxeo
OnBase
Perceptive Content



Hyland Intelligent Document Processing

Hyland Field Review
Work Item Actions
Work item ID: 27715 (TTC: 00:54 OK) Colin Gibb

Authorization Packet

- Authorization Packet
- Authorization Packet
- Authorization Packet
- Authorization Packet
- Authorization Packet
- Authorization Packet
- Authorization Packet

Document type: UnstructuredPriorAuth

Document class: No mapping available

Prior Authorization

Auth Info

PriorAuthNumber: ...

Type: Inpatient Priority: Urgent

Insured Info

Insured First Name: Cary Insured Last Name: Tollady

Member ID: 560442942664 Insured DOB: 8/17/1989 Insured Phone Number: 347-871-2308

Insured Address: 90928 Anniversary Terrace

Ordering Provider Info

Ordering Provider Name: "Advanced Respiratory, INC." Ordering Provider NPI: 1053357905

Requested Provider Info

Requested Provider Name: Agnes Laus Requested Provider NPI: 1881670974

Medical Info

CPTCode	CPTDesc
99242	Office Visit

Benefits Administration
28105 Clemens Road
Westlake, Ohio 44145
888-495-2638
Fax: 440-788-5100
https://hyland.com/payer

Medical benefit prior authorization/unavailable service request form

Request type: Select one and indicate if request is routine or medically urgent. (See page 1 for explanations.)
 Prior Authorization Request Unavailable Service Request Routine Medically Urgent

EMPLOYEE/MEMBER INFORMATION		
Today's Date: 2/13/2024	Subscriber/Member ID: 560442942664	Group Number:
Subscriber Name: Cary Tollady	Relationship to patient: Self <input checked="" type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Registered Domestic Partner <input type="checkbox"/>	
PATIENT INFORMATION		
Patient Name: Cary Tollady	Date of Birth: 8/17/1989	Sex: M <input checked="" type="checkbox"/> F <input type="checkbox"/>
Phone: 347-871-2308	Address: 90928 Anniversary Terrace	City/State/Zip: Brooklyn, New York 11241
Reason for requesting out-of-network services:		
FOR PROVIDER'S OFFICE ONLY		
Please complete all fields to ensure Hyland Health has the most current information on file.		
Requesting Provider: Advanced Respiratory, INC.	NPI: 1053357905	TIN#:
Requesting Provider Contact: Juanita Andel	Phone: 633-533-0337	Fax:
Address: City/State/Zip:		
Treating Provider: Agnes Laus	NPI: 1881670974	TIN#:
Treating Provider Contact: Erma Pettiford	Phone: 956-948-2120	Fax:
Contracted with: <input checked="" type="checkbox"/> Hyland Health <input type="checkbox"/> California Foundation for Medical Care <input type="checkbox"/> First Choice <input type="checkbox"/> First Health <input type="checkbox"/> Not contracted <input type="checkbox"/> Letter of Agreement		
Contracted with: <input type="checkbox"/> Hyland Health <input type="checkbox"/> First Choice <input type="checkbox"/> First Health <input type="checkbox"/> Not contracted <input type="checkbox"/> Letter of Agreement		
Place of Service: <input type="checkbox"/> Outpatient <input checked="" type="checkbox"/> Inpatient <input type="checkbox"/> Office Anticipated date of service:		
Rehab: <input type="checkbox"/> Physical Therapy <input type="checkbox"/> Occupational Therapy <input type="checkbox"/> Speech Therapy Total # of visits requested:		
Behavioral Health: <input type="checkbox"/> RTC <input type="checkbox"/> PHP <input type="checkbox"/> IOP Total # of days requested:		
DME: Rental: <input type="checkbox"/> Length of rental time: Purchase: <input type="checkbox"/> DME total charge: \$	Prosthetics/orthotics total charge: \$	
Date of rental or purchase:		
DIAGNOSIS		PROCEDURE/SERVICE/DME
*Diagnosis description	*ICD-10 code:	*Procedure/service/DME description
office visit	99242	
		*Quantity
		1
		*CPT/HCPCS
		Q0112

* This authorization determination is based on medical necessity only. Eligibility and benefits need to be confirmed by calling 800-441-2524. All services are to be provided within the Health Identified network(s) unless otherwise approved.

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Document

An intuitive web interface enables creating, changing and maintaining complex processes without requiring other tools.

Learn more about [Hyland Intelligent Document Processing](#).