

# 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



# 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

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

Table: CPTCodes

CPTCode	CPTDesc
99242	Office Visit

Hyland Health Plan

Benefits Administration

28100 Clemens Road

Westlake, Ohio 44145

888-495-2638

Fax: 440-788-5100

https://portal.com/pwv

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: 8/13/2024

Subscriber/Member ID: 9904742684

Group Number:

Subscriber Name: Cary Tollady

Relationship to patient: Self

Spouse

Child

Registered Domestic Partner

PATIENT INFORMATION

Patient Name: Cary Tollady

Address: 90928 Anniversary Terrace

City/State/Zip: Brooklyn, New York 11241

Phone: 347-871-2308

Date of Birth: 8/17/1989

Sex: M

F

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: Juana Andel

Phone: 633-633-6337

Fax:

Address:

City/State/Zip:

Treating Provider: Agnes Laus

NPI: 1881670974

TIN:

Treating Provider Contact: Emma Pettiford

Phone: 988-848-2129

Fax:

Contracted with:

Hyland Health

California Foundation for Medical Care

First Choice

First Health

Not contracted

Letter of Agreement

Servicing Facility:

Address:

City/State/Zip:

Phone:

Fax:

Contracted with:

Hyland Health

First Choice

First Health

Not contracted

Letter of Agreement

Place of Service:

Outpatient

Inpatient

Office

Anticipated date of service:

Behabs:

Physical Therapy

Occupational Therapy

Speech Therapy

Total # of visits requested:

Behavioral Health:

RTC

PHP

IOP

Total # of days requested:

DME:

Rental:

Length of rental time:

Purchase:

DME total charge: \$

Procedure/service/DME total charge: \$

DIAGNOSIS

\*Diagnosis description

\*ICD-10 code:

\*Procedure/service/DME description

\*Quantity

\*CPT/HCPCS code:

office visit

99242

1

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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27715\_PriorAuth\_0004

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

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

## About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

