

Health Care Organization Chooses InStream to Automate Authorization Process to Save Time and Money.

Located in Phoenix, Health Choice Arizona is a managed care organization that provides healthcare to people in Arizona's Medicaid Program. With over 200 employees, Health Choice provides services for members who live in the following counties: Maricopa, Pima, Yuma, La Paz, Santa Cruz, Apache, Coconino, Mohave and Navajo.

Health Choice Arizona is owned by Iasis Healthcare which owns and operates 16 general, acute-care hospitals, one behavioral hospital and three ambulatory surgery centers in Arizona, Florida, Louisiana, Nevada, Texas and Utah.

The Problem

Health Choice AZ was faced with the challenge of printing, routing, and managing up to 20,000 faxed prior authorizations that contain 10-15 pages per month. The personnel and costs required to handle these volumes were becoming a drain on resources. Time that should have been spent serving their constituents were consumed managing paper forms.



InStream Results

Health Choice AZ selected InStream, a FileBound On-Demand value added reseller to tackle their paper challenges. The InStream solution met their paper management needs and at a monthly fee that fit within their budget. InStream allowed them to develop a process where incoming forms faxed by providers are automatically routed for data entry. Next the images and associated data are imported into FileBound and routed for authorizations. The InStream solution has freed the Health Choice AZ staff to focus on providing the services their members need, and provides a scalable framework to support future growth.

Bottom Line

InStream provided the solution Health Choice AZ needed to streamline their authorization processes resulting in cost savings and increased service levels.

Industry

- Healthcare

Application

- Prior Authorization Process

The Problem

- Costs of Managing Large Paper Volumes
- Inefficiency of Routing Paper Documents
- Time Required to Process Forms

The Solution

- InStream Document Processing Management Solution with Integrated Workflow

The Benefit

- Reduced Cost
- Gained Efficiencies
- Scalability
- Increased Service Levels