



# The need for prior authorization transformation

Prior authorization (PA) often creates obstacles and inefficiencies, leading to frustration among stakeholders. Because of this, it's no surprise that health plan leaders are looking for rapid solutions to transform their PA programs.

## Impact of transformation

With a transformed PA program, health plans can gain significant value by achieving:

- **Savings maximization:** Reducing unnecessary medical spend and lowering the medical loss ratio
- **Administrative efficiency:** Optimizing staff productivity and effectively allocating staffing resources
- **Member centricity:** Enhancing member experience through faster decision-making and increased transparency

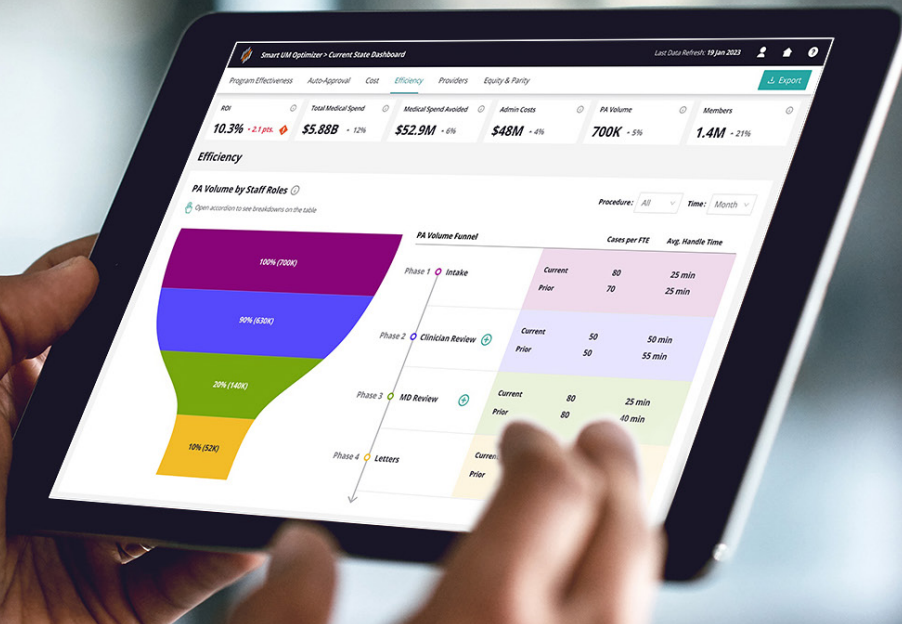


- **Provider satisfaction:** Streamlining PA policies to minimize provider abrasion and administrative burden
- **Long-term outcomes:** Considering the future implications of PA decisions on member clinical outcomes

Health plans can take steps towards this transformational state by leveraging analytic insights that will help them make informed decisions on how to maximize savings and prioritize the needs of providers and members.

## Our approach

The Smart UM Optimizer is an advanced analytics engine that delivers recommendations that maximize medical and administrative cost savings. This tool simplifies complex metrics into easily digestible and actionable insights to help plans effectively transform their PA program.



The Smart UM Optimizer maximizes the value of PA programs by assessing four critical areas that significantly impact ROI:



**Optimizing PA lists:** Ensuring that procedures on the PA list deliver significant cost savings without substantial administrative burden



**Enhancing staff productivity:** Identifying process improvement strategies to introduce automation and optimize PA's staff average handle times



**Improving provider experience:** Analyzing provider performance to inform gold carding decisions, reduce abrasion and drive improvements in submission quality



**Ensuring equity and parity:** Providing insight on PA's impact on the experiences of different member groups and ensuring parity for mental health services

**Learn more:** [www.zs.com/health-plans](http://www.zs.com/health-plans)

## About ZS

ZS is a management consulting and technology firm focused on transforming global healthcare and beyond. We leverage our leading-edge analytics, plus the power of data, science and products, to help our clients make more intelligent decisions, deliver innovative solutions and improve outcomes for all. Founded in 1983, ZS is thrilled to celebrate our 40th anniversary this year with more than 13,000 employees in 35 offices worldwide. To learn more, visit [www.zs.com](http://www.zs.com) or follow us on [LinkedIn](#).



## Creating real-world impact

ZS is a healthcare consulting firm that delivers customized, data-driven solutions to our health plan clients. We have a dedicated team of industry experts who work closely with health plans to optimize their PA programs. Leveraging our extensive experience, we have developed a product that enables a holistic transformation of PA programs, enhancing quality, compliance and satisfaction for both providers and members. We have seen immediate benefits for health plans that implement our solutions.

## Up to 80% reduction

of procedure codes on the PA list

## ~ \$25 PMPY

net savings by optimizing the PA program

## ~ 3x increase

in ROI by implementing the Smart UM Optimizer and evaluating programs holistically