

Case Study:

Accelerated Prior Authorization with AI-Assisted Review

The Opportunity

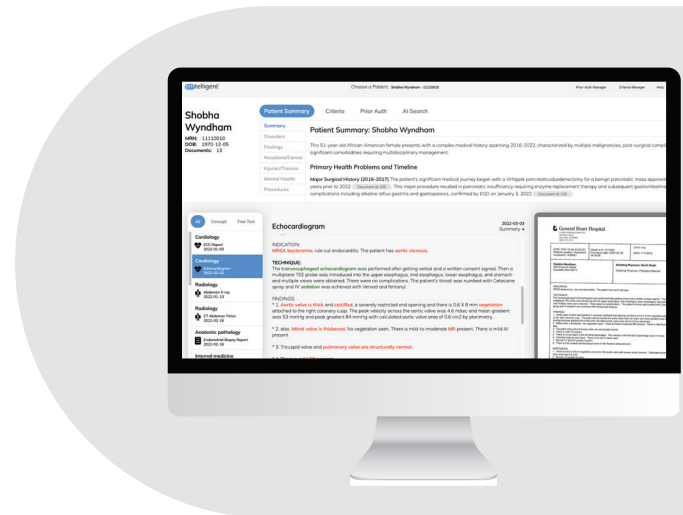
Prior authorization remains one of the most time-consuming processes for healthcare payers. Administrative staff and nurses spend significant time sifting through long, complex medical records to review cases - resulting in slow turnaround times, high costs,

and negative impacts to patient care. This payer recognized an opportunity to leverage AI-assisted chart review to accelerate case evaluation, reduce administrative burden, and improve provider and patient satisfaction.

The Approach

emtelligent partnered with the client to:

- Enable document splitting, classification, and OCR for incoming prior authorization faxes
- Equip nurses with intuitive AI clinical summary, search, and review tools
- Configure clinical criteria matching aligned with the payer's prior authorization policies
- Integrate with the payer's workflow, prior authorization system, and policy vendors



55%

Reduction in case review time, allowed care teams to work faster, focus on higher-value tasks, and address more cases with greater efficiency.

Results & Commercial Impact

By implementing emtelligent's Medical Language Engine, this client realized measurable improvements in efficiency and clinical context for their administrative and nursing staff. With automated case preparation, criteria matching, and AI-powered summaries, nurses could review cases faster and with greater confidence. Key results included:



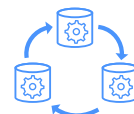
55% reduction in case review time



Improved member and provider experience



Reliable review with consistent clinical summaries



Integration with existing prior auth tools



Contact Us

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About emtelligent

Based in Vancouver, British Columbia, emtelligent helps healthcare professionals work more efficiently and improve patient care.

Built by medical experts for medical experts, its Medical Language Engine and suite of clinical and search tools automate the extraction and analysis of data across systems, specialties, and populations, turning complex, unstructured medical text into actionable insights.

Through partnerships with health networks, imaging facilities, research institutions, payer organizations, and technology innovators, emtelligent increases safety, boosts operational efficiency, and elevates care quality across North America.

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