



Case Study

Transforming Authorization Operations for a California-Based Physician Group

EXECUTIVE SUMMARY

A California-based physician organization partnered with SunKnowledge Inc. to resolve persistent inefficiencies in its high-volume prior authorization operations. The client faced diverse challenges including duplicate authorization entries, disorganized documentation from provider offices, and a growing backlog of pending faxes—causing compliance risks and delays in care approvals. SunKnowledge implemented real-time tracking systems, structured provider education, and detailed fax monitoring to address these pain points. As a result, duplicate entries dropped from 7.13% to 0.41%, provider outreach decreased by 93%, and authorization compliance improved to 100%. These outcomes led to greater operational efficiency, faster turnaround times, and increased client satisfaction, prompting the organization to expand its partnership with SunKnowledge and extend similar solutions to its affiliate networks.

PRIOR AUTHORIZATION OPTIMIZATION: OUTCOMES AT A GLANCE

94%

Decrease in Percentage of Duplicate Auths

93%

Decrease in Need for Providers' Office Outreach

29%

Decrease in Number of Irrelevant Documents

86%

Decrease in Prior Auths Requiring Rework

100%

Decrease in Documents Likely to Go Non-Compliant

REDUCING DUPLICATE AUTHORIZATION ENTRIES

CHALLENGES

Duplicate authorization entries were a major operational disruptor. Multiple team members often worked on similar faxed requests simultaneously, leading to:

- ❶ Redundant efforts and wasted work hours
- ❷ Excessive system-generated communication to providers and patients
- ❸ Confusion and process bottlenecks

RESULTS

- ✓ Duplicate authorizations reduced from **7.13% to 0.41%** within weeks
- ✓ Zero duplication maintained for **four consecutive years**
- ✓ The client expanded FTEs with SunKnowledge while reducing in-house workload

Metric	Before Optimization	After Optimization	Improvement
Number of Auths Entered	3,715	3,677	-
Number of Duplicates Found	265	15	94% Decrease

EDUCATING PROVIDERS TO REDUCE DOCUMENTATION ERRORS

CHALLENGES

Provider offices were submitting disorganized, incomplete, or handwritten documents. This led to:

- ❶ Wasted man-hours sorting through irrelevant paperwork
- ❷ Repeated outreach to providers
- ❸ Authorization delays and missed approval windows

ANALYSIS AND APPROACH

A **provider engagement and education initiative** was launched. During every interaction, SunKnowledge staff members:

- Educated provider offices on payer-specific documentation standards
- Provided step-by-step training on completing authorization forms
- Emphasized alignment with medical necessity and compliance criteria

RESULTS

- ✓ Provider outreach needs dropped by **93%**
- ✓ Forwarded and prematurely closed faxes reduced by **23%**
- ✓ Sister organizations adopted the same model due to its success

Metric	Before Optimization	After Optimization	Improvement
Number of Auths Worked On	3,119	2,966	-
Number of Documents Requiring Providers' Office Outreach	475	30	94% Decrease
Number of Irrelevant Documents	417	280	33% Decrease

MANAGING PENDING FAXES AND AVOIDING COMPLIANCE BREACHES

CHALLENGES

A growing backlog of pending faxes often led to:

- ❗ Cases going out of compliance due to inaction
- ❗ Repetitive review cycles due to lack of tracking
- ❗ No visibility into the status or reasons for delay

ANALYSIS AND APPROACH

SunKnowledge developed a **daily fax tracking and reporting** framework which helped us to ensure:

- Each fax was categorized, logged, and monitored
- Real-time dashboards tracked root causes for delays
- Clients received daily reports with actionable insights

RESULTS

- ✓ Compliance breaches due to unattended faxes reduced to **0%**
- ✓ Improved transparency and trust with clients
- ✓ Dramatically reduced rework and follow-ups

Metric	Before Optimization	After Optimization	Improvement
Number of Auths Requiring Rework	5,900	4,425	25% Decrease
Number of Documents Unattended by the Client, Likely to Go Non-Compliant	275	0	100% Decrease

CONCLUSION

Through a combination of strategic process redesign, proactive tracking, and stakeholder education, SunKnowledge helped the client achieve



Near-elimination of duplicate authorizations



Massive reduction in provider outreach and documentation errors



100% compliance with authorization turnaround times

These results not only streamlined operations but also enhanced provider satisfaction, payer compliance, and the client's confidence in outsourcing critical RCM functions to SunKnowledge.



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