



Case Study

Achieving a Consistent 72-Hour Dermatology Authorization Lead Time

EXECUTIVE SUMMARY

A leading dermatology network engaged SunKnowledge to stabilize eligibility and prior authorizations across medications, biologics, and Botox. Fax/EMR intake variability and uneven volumes caused blind spots and last-minute approvals. SunKnowledge set per-FTE benchmarks, segmented work by case type, standardized intake, and implemented a centralized tracker with daily rebalancing and targeted coaching. As a result, the following were noticed: authorizations consistently completed ≥ 72 hours pre-appointment, fewer reschedules, improved patient experience, and a scalable, predictable throughput model.

IMPROVEMENTS AT A GLANCE

200%

Improvement in auth completion lead time (before DOS)

17 Auths

Per-FTE throughput

75

auth requests initiated per week by each FTE

CHALLENGES

- 🕒 Variability in intake via fax and EMR caused status blind spots and delays.
- 🕒 Mixed volumes across meds/biologics/Botox made staffing unpredictable.
- 🕒 Lack of man-hour benchmarks risked schedule disruption and rework.

ANALYSIS AND APPROACH

- 🕒 **Step 1: Baseline & Benchmarks**
 - Established per-FTE time standards for eligibility and authorizations and mapped 72-hour pre-DOS SLA.
- 🕒 **Step 2: Work Segmentation**
 - Split queues by type (Medication, Biologics, Botox) to focus expertise and stabilize output.
- 🕒 **Step 3: Intake & Tracking**
 - Standardized fax/EMR capture; implemented centralized tracker with real-time status and handoff checks.
- 🕒 **Step 4: Daily Rebalancing & QA**
 - Reviewed volume and throughput daily; reallocated tasks across teams; targeted coaching on edge cases.

Metric	Before Optimization	After Optimization	Impact
Authorization lead time	Often <24 hrs pre-DOS	≥72 hrs pre-DOS	Fewer reschedules; predictable calendars
Per-FTE throughput	Inconsistent; no benchmarks	15–17 auths/day (70–75/week)	Reliable capacity planning
Intake visibility	Disparate fax/EMR; blind spots	Centralized tracker, real-time status	Faster handoffs; fewer misses
Accuracy / rework	High rework on complex cases	Specialization + QA reduced rework	Higher first-pass approvals
Scheduling stability	Frequent last-minute changes	Stable approvals before visits	Better patient experience
Payer readiness	Ad-hoc rules knowledge	Living payer playbooks	Fewer payer-specific vdenials

HIGHLIGHTS

- ✔ 72-hour pre-DOS SLA protected clinic schedules and patient experience.
- ✔ Real-time tracker improved visibility and reduced avoidable reschedules.
- ✔ Specialization lifted accuracy for biologics and Botox workflows.
- ✔ Continuous coaching sustained quality and turnaround.

KEY SUCCESS FACTORS



Clear SLA & Metrics:
72-hour pre-appointment authorization target with visible KPIs.



Workflow Design:
Specialized Medication/Biologics /Botox queues and standardized fax/EMR intake.



Live Visibility & Control: Centralized tracker plus daily huddles and load balancing.



Performance & Knowledge: Per-FTE benchmarks, QA with micro-coaching/PIPs, and up-to-date payer playbooks.

CONCLUSION

By pairing type-based specialization with standardized intake, clear benchmarks, and daily rebalancing, SunKnowledge delivered consistent ≤ 72 -hour authorization turnaround and stable clinic operations, positioning the dermatology network for scalable growth.



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