

## USE CASE

# Prior authorizations

Improve prior authorization efficiency to reduce costs, free up staff and provide a better patient experience

**Automate payer communications with the Grace virtual agent.**

### Healthcare challenge

Prior authorization (PA) for treatments, screenings, tests and prescriptions have increased, and so have the administrative burdens PA places on physicians. In fact, prior authorization is the most costly, time-consuming administrative transaction for providers.<sup>1</sup>

According to the American Medical Association (AMA), physicians and their staff spend almost two full business days each week (13 hours) completing prior authorizations; 40% of physicians employ staff who work exclusively on the prior authorization processing.<sup>2</sup> That means that more than half of physicians are relying on staff who also have responsibilities for other functions in the practice. It's no wonder that almost 90% of physicians describe the burden associated with PA as high or extremely high.<sup>3</sup>

In addition to being costly and resource consuming, inefficiencies in the PA process can result in delayed care, lead patients to abandon recommended courses of treatment and, ultimately, impact clinical outcomes.

Unfortunately, prior authorizations are still primarily a manual process that requires provider staff to spend hours on the phone with payers, often enduring long wait times and navigating frustrating interactive voice response (IVR) systems. The result: It can take days, weeks or even months for prior authorization approval.

What if you could minimize administrative costs and delays in patient care by automating the PA process so you can:

- Reduce delays in care and improve the patient experience.
- Free up clinical and administrative staff to focus on patient care.
- Decrease costs associated with PAs.

**With Gridspace Grace you can.**

## The Gridspace solution – Grace virtual agent

Gridspace Grace is the virtual agent that gives healthcare providers a more convenient and cost-effective way to process PAs. As the most advanced, natural-sounding virtual agent, Grace is a task-specific, next-generation platform for authoring and deploying virtual agents. A conversational voice bot, Grace handles payer interactions in a natural and friendly manner, waiting on hold and navigating IVR systems in place of high-value staff and then providing insurers with the information needed to process PAs or handing off to provider staff to complete the process.

### Key features

- Limitless, natural-sounding virtual nurses and administrators.
- Fluent, consistent and friendly conversations.
- Integrates with existing voice technology and data systems.
- AI orchestration interweaves voice technology with existing human workflows.
- Inbound API interfaces and outbound APIs support integration into clinical systems.

### Key benefits

#### Voice automation addresses human talent challenges

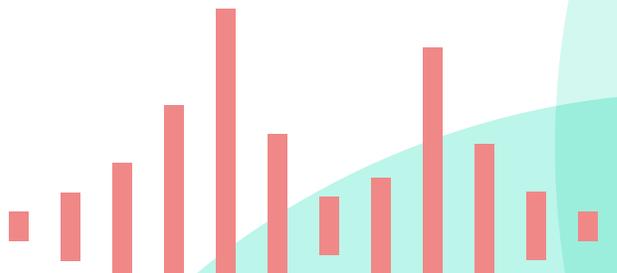
- Allows voice bots and high-value staff to tag team when needed.
- Scale immediately and elastically to meet demand.
- Conform to the same QA standards and methods as human staff.
- Triage opportunities to utilize human labor more effectively.

#### Promotes a patient-centered experience

- Indistinguishable from a capable human nurse or administrator.
- Creates seamless handoffs when escalation is needed.
- Better procedure adherence for service consistency.
- Scale multiple Grace voice bots to complete all patient calls on your schedule.

## Easy to deploy and manage

- Purpose built for healthcare, enabling high-accuracy task completion.
- Zero integration to quickly start and scale.
- Compatibility with Gridspace Sift enables standardized monitoring and QA.
- Auditability with 100% visibility into every conversation.



**Hear for yourself –  
experience Grace today!**

Listen to Grace conduct prior authorizations with payers [here](#), and discover how Gridspace is pioneering real-time speech infrastructure for healthcare.

### About Gridspace

Gridspace was formed in 2012 as a collaboration between SRI Speech Lab, the lab behind Siri and Nuance, and a multidisciplinary team of designers and engineers. The company's software makes it easy for contact centers and developers to automate calls, quickly understand customer requests, synchronize agent responses and drive successful outcomes. The company's HITRUST-certified product scans for customers in regulated industries. The company is already one of the largest Kubernetes cluster operators for streaming speech and has analyzed billions of call minutes with our cloud-agnostic speech technology. **To learn more, visit [gridspace.com](https://www.gridspace.com).**

<sup>1</sup> Council for Affordable Quality Healthcare, Inc., [2019 CAQH Index](#), 2020.

<sup>2-3</sup> American Medical Association, [2021 AMA prior authorization \(PA\) physician survey](#), 2022.