

Reduced costs, increased productivity

PROGRESSIVE RADIOLOGY DRAMATICALLY SPEEDS UP PRIOR AUTHORIZATIONS WITH AVAILITY AUTHORIZATIONS

CHALLENGE

Founded in 1975, Progressive Radiology is one of the largest outpatient diagnostic imaging chains and a leading provider of imaging services in Illinois, Maryland, and Washington, D.C. In 2014, they recognized that in order to manage the increased volume of prior authorizations, they would have to increase staff. But with declining reimbursements keeping margins tight, this was not an optimal solution.

SOLUTION

After evaluating several options, Adam Starr, CEO of Progressive Radiology, decided to implement Availity Authorizations, an automated prior authorization tool for imaging. Anita Logan, site manager for multiple locations, who had experienced the failures of other options, was skeptical. Her initial reaction was, "Oh boy! I hope I am not making a mistake." However, after she saw how smoothly the implementation went and how the support team addressed every detail, she knew that choosing Availity Authorizations was the right decision.

CHALLENGE

A large chain of imaging centers needed to hire more employees to keep up with the increasing burden of prior authorizations, but needed to find an alternate solution due to declining reimbursements.

SOLUTION:

Availity Authorizations—an automated prior authorization tool

RESULTS

- *Time to obtain prior authorizations reduced from days to hours, even minutes.*
- *Patients' wait times of 2 or 3 days eliminated, and cases scheduled same day or the next day.*
- *Pre-certification staff's time on the phone down from 60% to less than 10%.*
- *Increased productivity at the front desk.*
- *Zero denials due to prior authorizations.*
- *Cost savings due to reduced staff.*

RESULTS

Fast turnaround: Within just two weeks of implementing Availity Authorizations, Progressive has seen the time it takes to obtain prior authorizations reduced from days to just minutes. Janet Dennis, an experienced pre-certification specialist, said, “There is no way I could do it that fast.”

The fast turnaround is allowing Progressive to schedule some patients on the same day, rather than two or three days out. For patients concerned about their health, getting seen quickly provides some peace of mind. “It helps Progressive deliver better patient care,” said Logan. “Referring physicians also appreciate that their patients are taken care of expeditiously.”

Leah Boothe, a site manager for several Progressive locations, explained how the change affected operations. “It is hard to understand just how good Availity can be until you actually put it into place and start working with it.” She expected it would take at least several months for her teams to see the benefits. She was pleasantly surprised to see tangible improvements for the pre-certification and front-desk staff in just a few weeks.

Productivity increases: Today, Progressive’s front-desk teams are able to consistently schedule three days in advance, while the pre-certification teams have reduced time spent on the phone from 60 percent to just 10 percent. This increased productivity has eliminated the need for staff to work overtime and has allowed both pre-certification and front-desk staff to focus on customer service and other high-value activities.

Zero denials: Since Availity Authorizations has been implemented, there have been zero denials due to prior authorizations. The result? Less work for billing staff and faster cash flow.

Cost savings: Before implementing Availity, Progressive Radiology had seen a reduction in staff as a result of normal attrition. With the improved productivity, they did not have to back fill those roles, allowing them to achieve significant cost savings.

“Within just a few months, we have formed a great partnership,” Starr concludes.



Fast turnaround



Productivity increase



Zero denials



Cost savings

“It is hard to understand just how good Availity can be until you actually put it into place.”

Learn how Availity can automate your pre-authorization process—

[Availity.com/auths](https://www.availity.com/auths)