Agentic automation

Transform your prior authorization workflow

Drive speed, accuracy, and cost savings with UiPath

Enhance decision-making & reduce costs

Leveraging automation for prior authorization reviews accelerates decision-making, improving accuracy, and reducing operational costs.

Automation streamlines manual tasks such as data entry, eligibility checks, and clinical reviews, enabling faster, more accurate approvals. This leads to enhanced member and provider satisfaction, better resource allocation, and reduced risk of errors or compliance issues.

By integrating with existing systems, AI-powered automation scales to handle fluctuating volumes, while providing real-time insights to optimize performance and support continuous improvement.

Large Midwest Blue Organization

$1M+

In annual savings by automating the medical records needed to perform prior authorization requests

The benefits of AI-powered automation

Faster turnaround times
Automate routine tasks such as eligibility verification, clinical reviews, and documentation checks to accelerate the review and decisioning process.

End-to-end automation
Streamline the entire prior authorization process from intake to decision, reducing manual intervention and accelerating response times.

Improved decision accuracy
Leverage automation to apply business rules, guidelines, and clinical data consistently, improving decision accuracy and reducing the risk of errors.
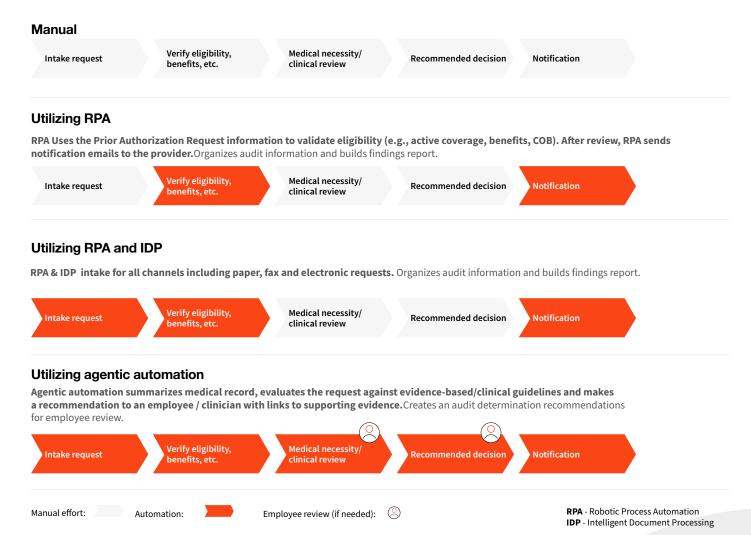
Scalability & flexibility
Scale automation to handle fluctuating volumes of requests, adapting to surges in demand while maintaining consistent performance and efficiency.

Evolution of prior authorization with AI-powered automation

Whether your prior authorization processes are fully manual or partially automated, you can do more with UiPath. Use the chart below to benchmark your progress and discover the technology that can support your automation journey.

Manual

| Intake request | Verify eligibility, benefits, etc. | Medical necessity/ clinical review | Recommended decision | Notification |

Utilizing RPA

RPA Uses the Prior Authorization Request information to validate eligibility (e.g., active coverage, benefits, COB). After review, RPA sends notification emails to the provider. Organizes audit information and builds findings report.

| Intake request | Verify eligibility, benefits, etc. | Medical necessity/ clinical review | Recommended decision | Notification |

Utilizing RPA and IDP

RPA & IDP intake for all channels including paper, fax and electronic requests. Organizes audit information and builds findings report.

| Intake request | Verify eligibility, benefits, etc. | Medical necessity/ clinical review | Recommended decision | Notification |

Utilizing agentic automation

Agentic automation summarizes medical record, evaluates the request against evidence-based/clinical guidelines and makes a recommendation to an employee / clinician with links to supporting evidence. Creates an audit determination recommendations for employee review.

| Intake request | Verify eligibility, benefits, etc. | Medical necessity/ clinical review | Recommended decision | Notification |

Manual effect: Automation: Employee review (if needed):

RPA - Robotic Process Automation
IDP - Intelligent Document Processing

Why UiPath?

UiPath combines powerful robotic process automation (RPA) with agentic capabilities, empowering organizations to optimize their workflows and achieve faster, more accurate decision-making.

Robust automation tools seamlessly integrate with existing payer systems to automate repetitive, rules-based tasks. Tasks such as eligibility verification, clinical reviews, and document data extraction are handled efficiently by UiPath Document Understanding, which operate with speed and precision.

This automation leads to significant reductions in administrative costs, improves operational efficiency, and accelerates decision turnaround time for prior authorization requests.

Agentic automation enables a hybrid workforce, where intelligent bots collaborate with human agents to focus on higher-value tasks. The bots handle routine, data-intensive tasks while humans oversee complex cases that require judgment and empathy.

Ready to take the next steps?

Contact us to begin getting results with prior authorization automation today.

Ui|Path®

Agentic automation