

R1 Automates Prior Authorizations to Accelerate Scheduling, Reduce Denials and Improve Experiences



Baptist Health Care is a locally owned, locally governed, not-for-profit health system that serves communities in northwest Florida and south Alabama. Baptist Health Care includes three hospitals, four medical parks, and the Andrews Institute for Orthopaedics & Sports Medicine.



Baptist Health Care operates in a highly competitive Florida market. The organization puts an emphasis on providing the best patient and provider experiences possible. Like most, Baptist struggled with the time-consuming process to obtain prior authorizations, which often resulted in delays and last-minute reschedules.

Baptist partnered with R1 to address these challenges by digitizing and integrating order management, rules-based scheduling and financial clearance processes – key capabilities now available as part R1 Entri™, the integrated patient experience solution. Today, automated prior authorizations workflows are triggered as soon as an order is received. This eliminates administrative bottlenecks and gets to a “schedule-ready” state much faster. By centralizing, standardizing, and automating these workflows, Baptist has realized improvements in several key areas:

Improved revenue cycle and patient access processes:



- Reduced front-end denial rates with centralized, heavily automated pre-service clearance.
- Accelerated turnaround times for prior authorizations – 78% of orders are cleared in less than one day (average was 5-7 days).
- Reduced authorization-related reschedules by 51%.

Optimized the patient scheduling experience:



- Simplified scheduling with more convenient location and time options driven by rules-based, cross-location scheduling.
- Improved scheduler productivity by 17% with rules-based workflows.
- Enabled appointment volume to nearly double from ~8,000 to 15,000 without increasing diagnostic schedulers.

Strengthened relationships with referring providers:



- Expanded electronic orders utilization by providers to 77% – well above industry average.
- Increased volume and reduced leakage with employed providers.
- Improved alignment with independent providers while increasing referral volume.



Rescheduling at the last minute due to lack of authorizations made both patients and referring providers unhappy. With our automated authorization processing workflow, we're able to turn around orders and get appointments confirmed in a fraction of the time. This has made a huge difference in patient and provider satisfaction.



Amy Purvis

Baptist Health Care

Outcomes

By starting with digital orders and automating authorizations, Baptist has reduced administrative burdens and accelerated time to schedule.

Scheduling Improvements

51%
reduction in
auth-related
reschedules

17%
improvement
in scheduler
productivity

Patient Satisfaction

94%
of patients rated *Ease of Scheduling Appointment When Wanted* as “Good or Very Good” across all three hospitals
(Press Ganey)