

US Radiology Specialists Doubles Authorization Productivity with AGS Health's Intelligent Authorization

CASE STUDY

US Radiology Specialists Raleigh, NC

Partnership of leading subspecialized radiology groups, high-quality imaging centers, and health systems.

Nearly 5,000 team members and more than 180 outpatient imaging centers across 14 states.

Conducts nearly 8 million studies annually.

US Radiology Specialists stands at the forefront of the nation's radiology landscape, uniting renowned physician-owned practices and cutting-edge diagnostic imaging service providers. The organization is unwavering in its pursuit of clinical excellence, operational efficiency, robust infrastructure, and the latest technological advancements.

Through a strategic alliance with AGS Health, US Radiology has harnessed the power of Intelligent Authorization (formerly AuthPal) to automate front-end processes, expediting authorization timelines and propelling productivity to new heights.

CHALLENGES

- To support rapid growth, the organization needed a solution to process higher volumes of authorizations without increasing staff.
- Scheduling flexibility was limited for cancellations and appointments with pending authorizations.
- Struggled to anticipate pending authorizations and develop best practices around the appropriate time to schedule and expectations for turnaround.

Outcomes

- Doubled daily production volumes from an average of 60 to 120 cases.
- Reduced the average volume of exams to be worked to just 5%-10% for all scheduled exams.
- Authorizations extended from an average of three days out to as many as nine days.
- Eliminated the need to bring in additional FTEs despite significant growth and employee attrition.



Timely Access to Care

As a result of implementing Intelligent Authorization, US Radiology was able to provide patients with timely access to care and allow staff to schedule appointments in advance to fill unexpected gaps in schedules.



2x the Productivity

Daily production volumes have doubled to an average of 120 cases, and the number of exams scheduled to be worked has dropped to just 5%-10%. Authorizations are also completed up to nine days in advance, compared to the prior average of three days.



50% Fewer FTEs

Despite significant growth and some employee attrition, US Radiology has been able to increase authorization volumes without hiring additional full-time employees.

CONTINUOUS OPTIMIZATION

Today, US Radiology Specialists has 48 team members on the Intelligent Authorization platform, serving 86 facilities and growing. Since implementing Intelligent Authorization in 2015, AGS Health has made it a priority to act upon input from the US Radiology team, ensuring an optimized solution that is continuously aligned with the radiology provider's growth journey as an organization.



“The AGS team is easy to work with, and their willingness to develop the technology to align with our growth journey over the last eight years has made for a great partnership. With Intelligent Authorization, we’ve doubled our daily production volumes from 60 to 120 cases. Our staff can also work authorizations further in advance, extending from an average of three days out to as many as nine days out. This has allowed us to expedite appointments to support patient needs and fill open time slots. I’ve demoed numerous authorization tools in my career, but none have truly automated authorization to this extent.”

JULIA SNYDER, DIRECTOR OF PATIENT BENEFITS AND AUTHORIZATIONS, US RADIOLOGY SPECIALISTS