CareForum 2022

The WellSky® Conference

A new era in post-acute authorization: Reducing inefficiencies and streamlining operations

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Today's speaker

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WellSky

Agenda

- Introduction
  - What is Post-Acute Authorization?
  - Why is Post-Acute Authorization needed?
- Current State of Post-Acute Auth module
  - Demo
  - What works well?
  - What are the gaps?
- Future state
  - Product feature suggestions
  - Feature prioritization activity

What is Post-Acute Auth?

- Post-Acute Auth is asking the payer if the patient has "approval" to be discharged to a lower level of care organization, like a SNF or Acute Rehab
- "Approval" for the payer is based on:
  - Available benefits
  - If the patient medically meets criteria for the requested benefits
  - Provider's network status for the plan
- Post-acute providers can obtain approval *but there's a shift of hospitals owning responsibility*
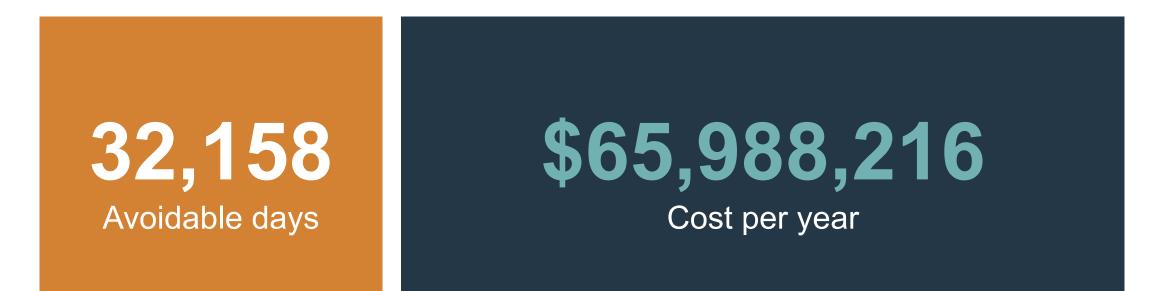
Why is there a need?

- **Financial incentive** based on:
  - Lost revenue associated to delays in the discharge process associated to obtaining post-acute auth
  - Contractual obligations with a payer
- Why this is an "issue" for hospitals:
  - Hospitals are responsible for providing patients a safe transition
  - Multiple benefits for the hospital to promptly discharge medically cleared
  - Most of the critical information payers need resides with the hospital
- CarePort clients identified delays in post-acute auth as an issue
  - Many implemented workflows in Care Management in attempt to reduce avoidable days associated to obtaining post-acute auth

Let's do the math …

- ~1/3 of CarePort hospital clients leverage CM "Avoidable days" functionality in CarePort Care Management
  - Clients on average had **131 "Avoidable days" encounters associated to not obtaining post-acute auth** within a year
- National average cost for an inpatient stay is **$2,052**

32,158 Avoidable days	**$65,988,216** Cost per year

Benefits of using electronic post-acute auth

- Streamlines workflow
- Improves visibility into your post-acute auth process
- Automatically notifies payers and post-acute providers
- Documents all post-acute auth activity in a central location

Current State

Post-Acute Auth demo

Discussion: What works well with Post-Acute Auth?

Discussion: What are the gaps?

Future State/roadmap

How Can CarePort Improve?

Group ideas

- Please share!

Suggestions from CarePort

- Dedicated Post-Acute Auth worklist

- Homepage enhancements including Post-Acute Auth checklist/shortcut

Let's spend money!

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Thank you.

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