



Utilization Management

Control healthcare costs while improving patient outcomes

Reducing unnecessary and/or inappropriate provision of services is crucial to managing healthcare costs and encouraging the highest quality of care. To enhance profitability and patient outcomes, healthcare payers must efficiently review and decide on the necessity and appropriateness before, during and after services are provided.

Firstsource's Utilization Management services help payers reduce costs while managing growing document and case volumes with greater accuracy and efficiency.

Using evidence-based criteria, Firstsource reviews multiple types of information across the payer's universe of health plan members – including documents, cases and letters – and help payers:

- Obtain rapid, accurate and appropriate clinical validation from nurses and hospitals
- Free up their in-house clinical teams
- Focus more time on patient outcomes and other critical activities

End-to-end process improves utilization review and decision-making

Obtaining clinical knowledge is crucial for payers to be able to effectively review cases for medical necessity and make appropriate decisions. Firstsource provides professional administrative and clinical agents, leading-edge technology and intelligent, automated solutions that improve the utilization review and decision-making process.

Firstsource's end-to-end process combines the knowledgeable staff, high capacity, flexibility and automated workflows payers need to accurately and efficiently complete dozens or hundreds of cases per day. The results are system and workflow efficiencies that can be further expanded through integration with Firstsource's digital mailroom, document, claims processing and customer management services.

- Expert document and case review support team
- Document accuracy review, administrative and clinical decision support
- Outreach calls performed by knowledgeable, full-time staff with clinical review experience
- Operational efficiencies across the patient healthcare lifecycle
- Utilization and cost analysis of members' use of benefits



Complete reviews before, during and after service delivery

Firstsource's Utilization Management provides complete review coverage before, during and after the provision of services to appropriately influence patient care decision making.

Document Workflow and Case Reviews

- Outpatient/Inpatient document and letter verification including fax queues
- Clinical workflows with nurses and clinicians to review cases and letters
- Document routing to the requesting Providers

Alerts and Authorizations

- Prior, concurrent and retrospective reviews and authorizations
- Provider and member notifications on decided open cases
- Document alert notifications built into workflows

To speak to our experts, [click here](#)



Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com