



Top hospital system transforms prior authorization with Olive

**Olive reduces prior authorization-related
write-offs by 30% and delivers 4X ROI
at New England Baptist Hospital**

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BACKGROUND

New England Baptist Hospital (NEBH) is consistently ranked one of America's top hospitals for orthopedics by *U.S. News and World Report*. It offers a comprehensive suite of advanced imaging, including CT, MRI, Interventional Radiology, Fluoroscopy, Nuclear Medicine, and Ultrasound. NEBH has been the official and exclusive hospital of the Boston Celtics for over 30 years.

“**We've reduced write-offs by 30%, cut turnaround times by 78%, all while improving staff productivity by nearly 25%.**

Olive is one of the best decisions we've made.

— Chief Financial Officer

AN EXPENSIVE CHALLENGE

While NEBH uses Cerner as their EMR, prior authorizations created a heavy burden on staff, who spent hours on the phone with payers and sorted through stacks of paperwork, causing patient telephone abandonment rates to skyrocket to 16%. Management had no visibility into productivity, time to completion, or process bottlenecks. Practice affiliates and surgeons grew frustrated with delays and high prior auth denials — to the point of diverting imaging orders from NEBH to standalone imaging centers, resulting in lost revenue.

AT A GLANCE

With more than 200 daily incoming fax orders, NEBH had a growing backlog of radiology prior authorizations. The average turnaround time for a prior authorization, from order received to patient schedule, was nearly 11 days, resulting in patient frustration.

SUCCESS SNAPSHOT

- **Faster service:** Time to prior auth completion and patient scheduled decreased from 10.6 to 2.3 days
- **Greater productivity:** 23% improvement in FTE spending
- **Higher patient satisfaction:** 81% improvement in telephone abandonment rates
- **Powerful ROI:** Achieved 4X ROI

THE SOLUTION: OLIVE END-TO-END PRIOR AUTHORIZATIONS

With Olive, NEBH was able to streamline prior auth operations to be standardized, reliable and scalable. The ability to sort incoming fax orders, assign orders, track prior auth submissions, and produce powerful reports all within one platform allowed for a reduction in scheduling delays and cancellations, decrease in denials, and increased overall patient satisfaction. Olive provided managers with greater visibility, control and operational efficiency throughout the auth process.

HOW IT WORKS

Olive transforms the prior authorization process from end to end. Olive can receive faxed orders directly through an EMR. Olive then helps prepare a prior authorization submission and tracks the prior auth through completion. With a live dashboard, managers have an air-traffic-control view of all prior authorizations from beginning to end. Powerful intelligence for staff productivity and throughput is available across all departments.

DRAMATIC RESULTS

4X
return on
investment

Eliminating manual processes with the Olive platform transformed NEBH operations in just a few months.

Freed from payer calls, NEBH staff are now able to focus their time on patients.

Telephone abandonment rates dropped from 16% to 2.9% within two months, and rates have remained below 3% since Olive launched. Today the department receives an imaging order, completes a prior authorization, and schedules a patient within 2.3 days on average — a dramatic reduction from their 11-day average previously.

Patients are scheduled faster than ever, and patients and physicians are happier.

By streamlining prior authorizations, NEBH has strengthened its financial position as well. In a year-over-year comparison, Olive reduced write-offs by 30%, reduced staffing costs by 25% through greater productivity, and eliminated redundant software (and its associated fees). Overall, Olive delivered a 4X ROI to NEBH in just its first year.

According to Tom Gheringhelli, CFO of NEBH, “We needed a dependable authorization process, and we chose Olive as our solution. Our experience has been very positive — we’ve reduced write-offs by 30%, cut turnaround times by 78%, all while improving staff productivity by nearly 25%. Olive is one of the best decisions we’ve made. They are simply committed to our success!”

With strong patient satisfaction, streamlined prior authorizations, and faster scheduling, NEBH has recaptured revenue lost to the competition. Since Olive’s initial launch in Radiology, NEBH has expanded Olive to Physical Therapy, Occupational Therapy, Pain, Orthopedics, and Spine Surgery.

**READY TO SEE HOW OLIVE
CAN SOLVE YOUR PA PROBLEM?**

→ Visit us today at oliveai.com for a free demo.