

Prior Authorization Enquiries. Answered Instantly.

Prior Authorization Voice Companion

Flyer



Prior authorization (PA) status inquiries consume a disproportionate share of payer operations capacity.

For payers, they result in:

- High inbound call volumes
- Repetitive, low-value operational work
- Escalations that divert teams from true exceptions

For providers, they create:

- Long hold times
- Unclear next steps
- Delays in care delivery and reimbursement

What ought to be a simple status check has become a daily source of friction—slowing care and straining payer-provider relationships. Hexaware's AI-powered prior authorization status assistant changes that.

The Solution: Agentic AI Voice Assistant for PA enquiries

Hexaware's AI-powered Prior Authorization Assistant, powered by Hexaware AgentVerse and Tensai®, transforms payer-provider interactions by instantly delivering accurate PA status updates and clear next steps—eliminating hold times, reducing provider frustration, and streamlining prior authorization workflows.

This PA voice companion handles routine prior authorization status checks, missing information, and next-step guidance, removing unnecessary calls from payer queues while giving providers clear, actionable answers in real time.

What Changes on Day One

For providers

- Instant access to real-time PA status
- Clear explanations for pending or denied requests
- Immediate visibility into missing documentation
- Accurate next steps and ETA expectations

For payer operations teams

- Up to 40-60% fewer inbound PA status calls
- 30-50% reduction in manual lookups and follow-ups Cleaner, context-rich escalations

The Business Value of AI- Powered PA Status Assistant

Designed specifically for payer-provider interactions, this solution targets one of the most friction-heavy touchpoints—prior authorization status inquiries—to streamline operations and enhance collaboration.

Designed for Operational Trust

- Goes beyond just retrieving PA status to interpret it
- Integrates in real time with PA and utilization management systems
- Routes true exceptions to operations teams with full interaction context
- Captures every interaction for audit and compliance

How It Works

Provider Call Initiation

Providers call to check PA status.

Agentic AI Interaction

The AI voice assistant agent retrieves and interprets real-time prior authorization status.

Guided Resolution

The system explains outcomes, identifies missing documentation, and provides next steps.

Smart Escalation

Complex cases are routed to operations teams with full context.

Operational Impact

Business Outcome	Impact
Call Deflection	Up to 50% reduction in PA status calls
Cycle Time	20-40% faster authorization turnaround
Provider Experience	Reduced friction and higher satisfaction
Ops Efficiency	30-50% lower administrative effort and cost

Built for Reliable, Scalable Operations



Enterprise-grade security and audit trails



Configurable workflows aligned to payer policies



Scales across lines of business and provider networks

Take PA Status Calls Off Your Queue

AI-powered prior authorization voice companion removes friction from PA workflows, so payers operate more efficiently, providers stay informed, and patients receive timely care.

Talk to our experts about deploying an AI-powered PA status assistant in your workflows.

Contact marketing@hexaware.com

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.