HEXAWARE

Artificial Intelligence

Prior Authorization Navigator

Enabling prior payer authorization powered by Tensai® and Agentverse™

Based on industry data, every prior authorization (PA) request is burdened by inefficiencies, consuming critica time and resources:

- 13 hours of physician and staff time per physician, per week
- $14.49 to process each manual request. That's roughly $29,000 per physician, per year
- 80.7% of appealed Medicare Advantage denials partially or fully overturned, suggesting many denials could be avoided with a complete first submission

These inefficiencies result in delayed care, increased costs, and frustrated clinicians and patients. Built on Microsoft Foundry, our prior authorization navigator enables AI-driven prior authorization with precision, speed, and compliance to address today's PA challenges.

Where the Shift Happens: Enter Prior Authorization Navigator

Our prior authorization navigator, powered by Hexaware's Tensai® and Agentverse™, transforms the PA process by running clinical documentation gap analysis against payer requirements and identifying gaps before submission, identifying gaps before submission. A clinician reviews every output before anything is sent to the payer.

Traditional Prior Authorization	Automated Prior Authorization
Staff hopes the packet aligns with payer criteria.	Every policy requirement is mapped to the supporting evidence, with citations.
Gaps surface after payer review, leading to rework and appeals.	Gaps are identified before submission, with actionable recommendations for missing documents.
Roughly 40 authorizations consume 13 clinician hours weekly	A single-click, bounded workflow eliminates inefficiencies.
Manual reasoning lives in someone's head, risking inconsistency.	Traces, evaluations, and policy texts are cited for every review.
Delayed care due to denials and rework.	Faster submissions, fewer denials, and improved patient outcomes.

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How It Works: Redefining the PA Workflow

Hexaware's prior authorization navigator integrates grounded retrieval, deterministic validation, and explainable outputs to ensure compliance and readiness.

Case Input — Clinical request details:

- Patient information, diagnosis (ICD-10), requested procedure (CPT).
- Clinical documentation, imaging, treatment history, and functional limitations.

Reasoning — Foundry Agent capabilities:

- Policy-selection logic and documentation-gap analysis.
- Weighted readiness rubric and medical-necessity drafting.

Grounding — Payer policy index:

- Updated policies via Azure AI Search.
- Criteria retrieved, matched, and cited for review.

Output — Explainable and actionable results:

- Submission-readiness score.
- Requirements met and missing, along with risks and next steps.
- Draft necessity letters and policy citations for payer submission.

Built-In Guardrails: Ensuring Compliance at Every Step

- Validate Inputs — Patient, procedure, and payer details.
- Check Applicability — Ensures policy matches the case.
- Validate Outputs — Schema, citations, and grounding.
- Block or Route — Stops incomplete submissions or sends them for further review.

Why Hexaware's Tensai® and Agentverse™?

Enabling AI-powered decision support, our clinical authorization navigator leverages advanced AI capabilities to reduce manual effort, minimize denials, and accelerate patient care.

- AI compares clinical documentation with payer policies.
- Code validates that submissions meet compliance standards.
- Clinicians review with explainable, actionable insights.
- Payers decide swiftly with complete, accurate submissions.

Transforming Prior Authorization for Better Healthcare

Prior authorization navigator is not just automation—it's a comprehensive decision-support solution that bridges the gap between clinical documentation and payer requirements.

Powered by Tensai® and Agentverse™ | Built on Microsoft Foundry

Hexaware: Simplifying Healthcare, Accelerating Outcomes.

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.

Learn more about Hexaware at https://www.hexaware.com.

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