Reducing Provider burden in Prior Authorization with DaVinci FHIR APIs

CLIENT REQUIREMENTS

Client is a leading medical benefit management company providing utilization management (UM) and pre-authorization (PA) workflow solutions.

Recently CMS proposed new rules for FHIR-based PA process automation aimed at reducing provider burden, the industry has collaborated with the HL7 DaVinci workgroup. This workgroup has outlined implementation guides that recommend the use of FHIR-based APIs (CRD, DTR, & PAS) for comprehensive PA automation.

The client's interoperability team also collaborates closely with the DaVinci workgroup for the development of proof-of-concept (POC). These efforts leverage sandbox EHR environments enriched with CDS hooks and FHIR-based data capabilities.

SOLUTION

- Implemented a Coverage Requirement Discovery (CRD) service capable of responding to CDS Order-Sign hook requests initiated by a Provider's EHR system.

- Developed ability to return CDS card with coverage information by integrating Eligibility API with CRD service.

- Created an electronic PA request in UM platforms utilizing PAS APIs using the collected clinical information and eligibility information in CRD and DTR flows.

- Developed the ability to provide synchronous PA response and PA status inquiry response as recommended by PAS IG.

- Developed the Documentation Templates and Rules (DTR) Smart on the FHIR app, which is launched from the CDS card, enabling Providers to capture essential clinical information via adaptive questionnaires that utilize FHIR resources.

VALUE DELIVERED

- **Positioned as a leader** in enhancing and automating PA processes through collaborations with the HL7 workgroup and industry peers.

- Boosted **business growth and enhanced satisfaction among clients and Providers, leading to better health outcomes** for members, by implementing automated PA solutions grounded in interoperability standards.

- **Ensured readiness** for upcoming new industry PA solutions and regulatory **compliance through proactive preparation.**

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