

## ASCENTIST HEALTH (2024)

### Centralized Prior Authorization

*Your trusted partner in remote healthcare support for U.S. clinics.*

## Problem

Internal management of prior authorizations led to slow approvals, procedure delays, documentation errors, frustrated patients, and growing burnout among clinical staff.

**\$578,000**

*Total Annual Savings*

## KCCA Solution:

### Centralized Prior Authorization Model

KCCA deployed a fully managed, centralized PA team that took over the entire authorization process — submissions, follow-up, documentation, patient outreach, and escalations — seamlessly integrating with Ascentist’s workflows and freeing clinical staff to focus on patient care.

## Results

Metric	Before KCCA	After KCCA	Impact
Team handling PAs	17 in-house FTEs	17 KCCA FTEs (Argentina)	Same size, higher efficiency
Average Turnaround Time	>1 week	<b>2 business days</b>	70% faster
Clinic staff time on PAs	~20 hrs/week per clinic	<b>0 hours</b>	Fully offloaded
Surgical reschedules	Common	<b>Rare</b>	Better patient flow
Staff satisfaction	Low	<b>High</b>	Less burnout

## Impact Summary

KCCA delivered measurable operational transformation: dramatically faster approvals, fewer surgical reschedules, complete elimination of clinic time spent on PAs, large financial savings, happier patients, and more efficient use of clinical staff.

