INFOMC HEALTH

Prior Authorization & Utilization Management

Streamline authorization workflows, accelerate decisions, and strengthen compliance



Health plans face increasing pressure to make timely, consistent authorization decisions while managing complex clinical requirements, administrative workloads, and evolving regulations. Manual processes, disconnected systems, and limited visibility can slow reviews, increase costs, and delay access to appropriate care.

InfoMC Health's incedo**8** platform streamlines prior authorization and utilization management through AI-Assisted approvals, automated request routing, configurable workflows, and integrated clinical decision support. Built to support prospective, concurrent, and retrospective reviews, the platform helps health plans reduce administrative burden, improve decision consistency, strengthen compliance, and deliver more timely, appropriate care.

Key Challenges Solved with incedo8:

- **Manual, time-consuming authorization reviews**
- **Inconsistent clinical decision-making**
- **Delays in care and provider frustration**
- **Manual letters and fragmented communications**
- **Incomplete submissions causing delays and denials**
- **Limited visibility into authorization status**
- **Inefficient routing and reviewer assignments**
- **Complex regulatory and reporting requirements**
- **Disconnected clinical and administrative systems**
- **High administrative costs and staff workloads**

Prior Authorization & UM Features

AI-Assisted Approvals
Machine learning identifies auto-approval candidates using configurable confidence thresholds

Automated Request Routing
Directs authorization requests to appropriate reviewers & teams

Configurable Workflows
Supports prospective, concurrent, & retrospective reviews with customizable rules

Clinical Decision Support
Integrates InterQual & MCG clinical criteria to support consistent reviews

Compliance & TAT Monitoring
Tracks deadlines, escalations, audit activity, & regulatory requirements

Electronic Submission & Real-Time Response
Provider portal for online requests, status tracking, & real-time responses

Reporting & Analytics
Monitor authorization trends, turnaround times, compliance metrics, & operational performance

Provider & Member Communications
Configurable letters, automated notifications, & timely authorization updates

Interoperability & Integration
API-first architecture supporting FHIR, X12, & existing system connectivity

484.530.0100 info@infomc.com www.infomchealth.com