

CareMetx Leverages AI and Best Practices to Complete 450k+ Annual Reverifications Accurately and Ahead of Schedule



Overview

Each year, annual reverification (AR) season presents significant challenges for healthcare providers as they work to confirm patient benefits, secure new prior authorizations, and re-enroll patients in financial assistance programs. Traditionally, this process has burdened practices with extensive paperwork and countless phone calls, making it both time-consuming and labor-intensive. Delays in verifying benefits or obtaining prior authorizations can hinder a patient's access to new medications, disrupt ongoing treatment plans, or lead to reimbursement issues, underscoring the critical need for efficient and effective reverification processes.

That's why leading manufacturers ask CareMetx to facilitate AR on behalf of the providers that prescribe their medications. In 2024, CareMetx provided AR services for 60% more manufacturers than the previous year, applying the following best practices to achieve outstanding results:

- **Planning:** A cross-functional team began extensive preparations early, using predictive models to forecast hiring needs with precision.
- **Machine learning/AI:** We applied predictive technology strategically to complete more reverifications, quickly and accurately, without human intervention.
- **Collaboration:** Various functional groups all worked seamlessly to make real-time program adjustments that optimized results.
- **Staffing:** We built a highly productive seasonal team by hiring more agents than ever and quickly dismissing sub-par performers.
- **Training:** Hiring temps in targeted regions made the training and technology enablement process efficient and effective.
- **Analytics:** By defining performance metrics, forecasting results, and comparing actual vs anticipated metrics daily, we gained the insights to continually optimize the program.

The Challenge:

Complete hundreds of thousands of reverifications, quickly and accurately, to ensure patients can access life-altering therapeutics and avoid treatment delays or gaps.

The CareMetx Approach:

Combine efficient technology-enabled processes, a large team of highly trained agents, and proven best practices to speed and streamline AR.

The Results

450,000

Patient reverifications completed in 2024
(a 16% increase over 2023)

100%

Reverifications completed ahead
of schedule

> 50%

Reverifications done electronically
(a 10% increase over 2023)

50%

Percentage by which productivity
(the number of verifications/agent/day)
exceeded goal

850

Increase in number of seasonal temps
employed vs 2023

> 55

Number of file transfers done nightly to
support fast, accurate reverification

Feedback from Our Clients

"I only heard about the wonderful collaboration amongst the teams, the ability to remain flexible throughout the process, and the extreme focus on accuracy/speed. Thank you for your service to (our) patients."

"We appreciate you being flexible to do an additional 1,500 at the last minute."

"I appreciate the engagement that you all bring on a daily basis ...Getting out of AR and moving into steady state in January does not happen without the teamwork between (client) and CareMetx."

"Best AR season ever."

About CareMetx



A leading technology-enabled Hub services platform



Focused on facilitating patient access to specialty medications

80+

Serves 80+ brands