

HUMANA CASE STUDY

How Humana Transformed Prior Authorization to Improve Patient Care Quality and Cost



Humana, a leading health and well-being company, sought to implement a frictionless prior authorization process to streamline collaboration with providers, reduce unnecessary medical expense and improve the overall healthcare experience for its members.

In less than a year, there has been a significant impact in:

PATIENT CARE



35%

Reduction in medically unnecessary surgeries (arthroscopy)



81%

Faster patient scheduling



15%

Shift of inpatient to outpatient setting (arthroplasty and spine)

PROVIDER COLLABORATION AND UTILIZATION

96%

Provider digital adoption rate

92%

Providers "satisfied or "highly satisfied"



15%

Cohere solution's medical cost savings over previous program with fewer denials



Patients receive care four days sooner

Humana has expanded the partnership with Cohere to

5.5 million

of its members and more than

65,000

providers.



Interested in learning more? Contact us at
www.coherehealth.com/connect