



CASE STUDY

The AMR Client Portal Enables Quick Turnaround Times

We created state-of-the-art client portal technology and continue to update this platform to maintain the highest security standards and improve turnaround times.

Technology has seemingly advanced light-years in the blink of an eye. A few decades after the first clunky mobile phones, we now have “smart” pocket-size phones capable of as much as any computer. Along with these technological developments have come significant medical advancements, including case management software in health care facilities, which drastically improved efficiency and quality of care. We now have web-based medical files and case review technology that wouldn’t have been dreamt of 10 years ago. But with more advanced technology comes greater patient expectations. Patients know they don’t have to wait days or weeks for information or decisions by doctors and insurers. With computers in every room and the ability to send information with the click of a button, patients expect fast turnaround times from their medical and insurance providers.

Because of these expectations, we created state-of-the-art client portal technology and continue to update this platform to maintain the highest security standards and improve turnaround times. The platform is flexible and intuitive, offering clients customized workflows to suit their needs.

The portal also ensures clients' cases are reviewed by our highly trained in-house staff and a nationwide network of independent physician review panels, adhering to current jurisdictional guidelines and using evidence-based medical information. Finally, the portal is continuously improved to meet or exceed current healthcare security standards.

A BRIEF HISTORY OF THE AMR CLIENT PORTAL

We roll out necessary updates every few months to ensure the platform remains successful and secure.

When we launched the most recent version of the client portal in 2011, we offered the independent review organization (IRO) industry one of the most comprehensive and efficient platforms available to date. However, we understand how quickly modern technology advances. A platform launched one year can be out-of-date the next. This is why we dedicate a significant amount of resources to supervising, reviewing and improving our platform. We roll out necessary updates every few months to ensure the platform remains successful and secure. For example, here is a look at some of the most recent advancements we've made:

- Continuous improvements to our client portal to ensure cases are assigned to the correct reviewer as quickly as possible.
- Extensive database integrations with our clients to improve the ease and speed at which our clients can submit cases.

A Study of Case Processing Improvement

We continuously strive to offer the best technology and customer service in the industry. While we see the success of our platform each day, we could not gauge how much we have improved until we took a quantitative look at our current and past performance.

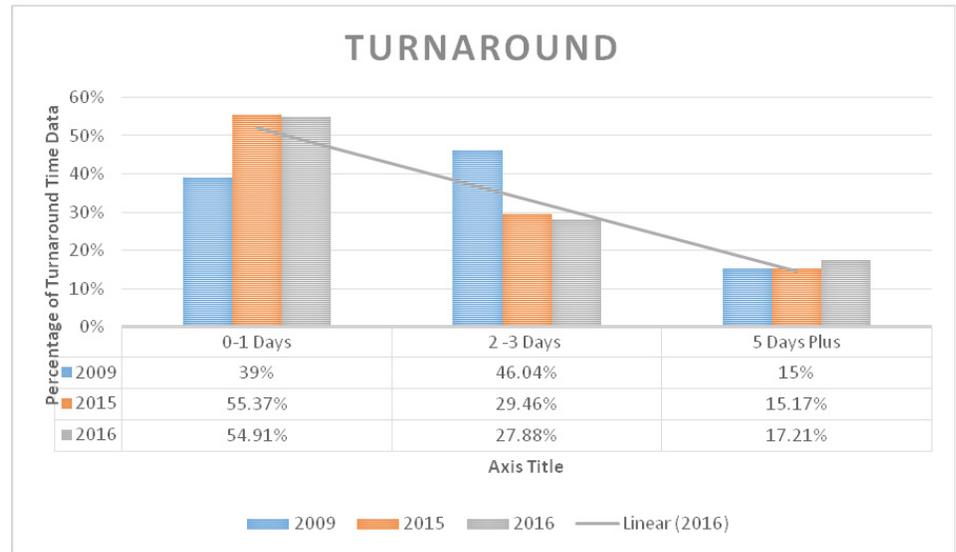
OVERALL CASE PROCESSING SPEED

The length of time we take to turn around a review is a critical measure of our performance. By analyzing cases since 2009, we found we steadily decreased the time it takes to review a case. In 2009, more than 60 percent of our cases took more than two business days to complete. Today, that number is 45 percent, indicating a significant 15 percent improvement.

We dove further into our data to discover exactly where we improved during the review process. Over the past 2 years, we saw notable reductions in the length of time a case spends in the processing stage and waiting for a reviewer. We also made the procedure for securing quality checks easier

and faster for our staff. All of these individual advancements have led to our being able to serve our clients faster with less work on their part.

We strive for efficiency and speed because it is what our clients and their patients need.



COMBINATION CHART - TRENDLINE OVER TIME

UTILIZATION MANAGEMENT CASES

Since the launch of our Utilization Management line in 2015, we have accomplished great strides in increasing the efficiency of the review process. At the time we launched the UM line, less than 40 percent of our cases were turned around the same day they were received. By 2016, less than 2 years later, more than 99 percent of cases for our UM clients were completed within 24 hours.

EXTERNAL REVIEW CASES

We strive for efficiency and speed because it is what our clients and their patients need, but in some situations immediacy is required by law. When we analyzed our federal- and state-mandated external medical case reviews, we found 16 percent of these met the 72-hour criteria for an expedited review. For non-expedited reviews, the law gives us 45 days to complete the process. However, very few of our external reviews require that much time.

Patients have gone through multiple levels of appeals at the point when we receive an external review. They are now waiting for a legally binding decision that could affect their health and financial situation. Because of the significance of these decisions, we ensure clients and their patients have access to their final determinations as soon as possible.



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INDUSTRY TURNAROUND TIME STANDARDS

AMR continually strives to go above and beyond industry and legal standards. One of the main focuses of the IRO industry since its inception has been efficiency and short turnaround times. California legislators have emphasized the importance of speed by stating workers' compensation review cases need to be completed within 3 to 5 days. Other review companies within the industry advertise an average of 2 to 4 days to close out cases. We beat this industry standard by turning around cases in an average of 1 day.

TURNAROUND TIME REMAINS STEADY WITH INCREASED VOLUME

We remain focused on swift turnaround times no matter the volume of cases sent to us. Because of our technological advancements and continuous improvements to our platform, we saw the turnaround time remain steady even with year-over-year increases in overall case volume. In some specific review areas, we saw average review durations decrease.

Conclusion

Technology isn't stopping. Hardware will continue to get smaller, faster and able to serve greater needs. Software will become more intuitive and versatile. We understand technology within the medical field isn't slowing down, which is why we continue to invest in the client portal technology. Our intelligent technology makes sure that our review meets our clients' business requirements while adhering to strict SOC2 security standards and HIPAA requirements. We know doctors and their patients need decisions as soon as possible. This is why we strive to make our clients' tasks easier and our review process smoother and faster. By making our portal easy to use and by delivering answers quickly, we help physicians give their patients what they deserve: the best healthcare possible.