

UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Dermatology Billing

Key Metric: 72h Advance Window

Dermatology Network: Intake Standardization & Biologics Clearance

EXECUTIVE SUMMARY

Standardized patient intake and prior authorizations for systemic biologics and surgical excisions, securing 100% clearance 72 hours prior to appointments and lowering staff fatigue

THE CHALLENGE

The practice network grappled with severe administrative fatigue and frequent patient appointment delays due to time-consuming authorizations for plaque psoriasis biologics, dupilumab, and Mohs surgical procedures. Incomplete intake documentation caused recurring claim holdbacks and lost revenue.

THE SOLUTION

Unify standardized the front-office intake protocol, introduced automated digital eligibility checks, and assigned dedicated oncologydermatology authorization coordinators who proactively managed prescription refills, reauthorizations, and copay assistance programs.

KEY OUTCOMES & RESULTS

- o 100% of biologic prescriptions authorized at least 72 hours prior to scheduled administration
- o Reduced internal front-desk administrative workload by 65%
- o Delivered a 991% clean claim submission rate across all 12 regional clinics

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