

UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Retina & Ophthalmology

Key Metric: 96% First-Pass Approval

Retina Specialty Clinics: Rapid Prior Auth for High-Cost Biologics

EXECUTIVE SUMMARY

Streamlined prior authorizations for high-cost retinal biologics (Eylea, Vabysmo), securing 96% first-pass approvals and ensuring prompt, sight-saving treatment delivery

THE CHALLENGE

High-cost intravitreal biologic injections required rigorous, highly complex prior authorization documentation with stringent payer step-therapy rules. Delays of 2-3 weeks risked permanent vision deterioration for macular degeneration patients and exposed the clinic to over 300K in unapproved drug write-off risk.

THE SOLUTION

Unify created a dedicated Retina Biologics Prior Auth Desk staffed by specialized certified coders. We developed payer-specific step-therapy exemption templates, integrated real-time tracking with clinical EHRs, and maintained direct escalation liaisons with major commercial and Medicare Advantage medical directors.

KEY OUTCOMES & RESULTS

- o Attained a 96% first-pass approval rate on complex biologic authorization requests
- o Compressed turnaround time from 14 days to under 24 hours for urgent clinical cases
- o Maintained zero unapproved injection drug write-offs across 1,200 administered doses

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