
SOLUTION OVERVIEW

Insurance Verification and Prior Authorization

AUTOMATION UNLOCKS REVENUE AND BETTER PATIENT EXPERIENCES

Every new regulation or system changes the way your team operates. Before you know it, you've added dozens (maybe even hundreds) of layers to your processes.

How do you keep providers, staff, and patients from getting lost in the complexity?

Simplify insurance verification and prior authorization work with Sutherland Healthcare Services. Our automation solutions improve quality and patient experiences at a lower cost.

We provide thoughtful, tailored solutions

Delivering the right care while avoiding denials and securing revenue is a balancing act — one we understand.

Our flexible automation solutions enable you to:

- Avoid denials
- Improve patient experiences
- Reduce costs
- Increase revenue
- Improve quality

Sutherland experts bring you the experience and curiosity to understand your organization. We meet you where you are, with a right blend of human and digital to tailor the ideal solution for you.

We do the complex for you

Sutherland partners with you from strategy through implementation, with a transformation approach that enables large-scale, outcome-based results. Deploy our deep expertise in healthcare to reach your business goals.

RECENT CLIENT OUTCOMES

24 - 48h

average time to obtain authorization for standard procedures

99%+

accuracy rate

SOLUTION OVERVIEW

With Sutherland's insurance verification and prior authorization solutions, you can:



rely on a single solution



extend your team with a blend of U.S. and/or offshore employees



automate end-to-end prior authorization



improve quality of patient scheduling



reduce cancellations



gain insights from real-time and end-of-day reporting

MOVE FASTER WHILE KEEPING YOUR FOCUS ON PATIENT CARE

Imagine how productivity can soar when you eliminate cancellations and reschedules. It's a good example of how automating insurance verification and prior authorization tasks can improve the patient experience and increase physician utilization.

Our patient-access portal manages both automated and manual submissions, prioritizing and ensuring timely followups.

Sutherland's proven, documented processes handle routine authorizations and exceptions.

Sutherland's automation solutions reduce the burden on the patient, front desk team, and providers — so everyone wins.

SUTHERLAND FINDS A BETTER WAY

Your Sutherland team is here for you. Our low attrition rate means you work with the same experts over time — no surprises.

We're experienced in your specialty, but our service doesn't stop there. Our cross-trained professionals can switch across processes and specialties, contributing their creativity and practical, problem-solving mindset anywhere you need it.

Sutherland's tailored solutions scale easily to meet your needs now and in the future. We're your partner for today and your guide for tomorrow.

BY THE NUMBERS:

SUTHERLAND HEALTHCARE

5,000+
healthcare services professionals

75+
healthcare clients

18+
years with top clients

80
or higher NPS

15+
dedicated healthcare locations

We make digital
human™

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Sutherland is an experience-led digital transformation company. Our mission is to deliver exceptionally designed and engineered experiences for our customers and employees. For over 35 years, we have cared for our clients' customers, delivering measurable results and accelerating growth. Our proprietary, AI-based products and platforms are built using robust IP and automation. We are a team of global professionals, operationally effective, culturally meshed, and committed to our clients and to one another. We call it One Sutherland.