

Payer Clinical Review



Overview

While clinical reviews in prior authorization, claims, appeals and grievances are intended for health plans to offset care costs and ensure quality service delivery, they often cause additional administrative costs due to higher resource utilization.

Traditional manually intensive clinical documentation, multi-faceted data validation and review processes lead to frequent human errors, rework and delayed decisions. These further impede timely access to care and erode member experience by doubling up frustration and friction with the providers partners.



High processing time

Nurses spend an average of 30-45 minutes per clinical review



Increased administration costs

A health plan with 1 million members is estimated to cost \$50-70 million annually



Resource intensive

Approximately 200 to 300 full-time equivalent (FTE) nurses are required to manage clinical reviews for a health plan with 1 million members

HCLTech's payer clinical review solution, powered by GenAI, can help health plans overcome systemic challenges and streamline the process end-to-end with intelligence and efficiency. This can quickly cut down on unnecessary administrative costs, enhance the speed of care delivery and enrich the member and provider experience.



Solution highlights

HCLTech's AI-powered clinical review solution augments human decision-making with GenAI-led automation, semantic search and summarization. It is built to accelerate the time to decision while ensuring accuracy and compliance.



Smart summarization

AI-led document extraction and contextual summarization of relevant details from various sources, including member eligibility, benefit coverage, member medical records, past claims and payer clinical policies



Confidence score and recommendations

Provides actionable recommendations using confidence scores generated by analyzing available documentation and details, enabling nurses to validate and finalize decisions more efficiently



AI assistant

The embedded chatbot interface allows reviewers to prompt questions like "Does this meet medical necessity criteria?" or "What guideline applies here?" and instantly delivers the right guidelines or summaries to reduce the overall review time



Workflow automation

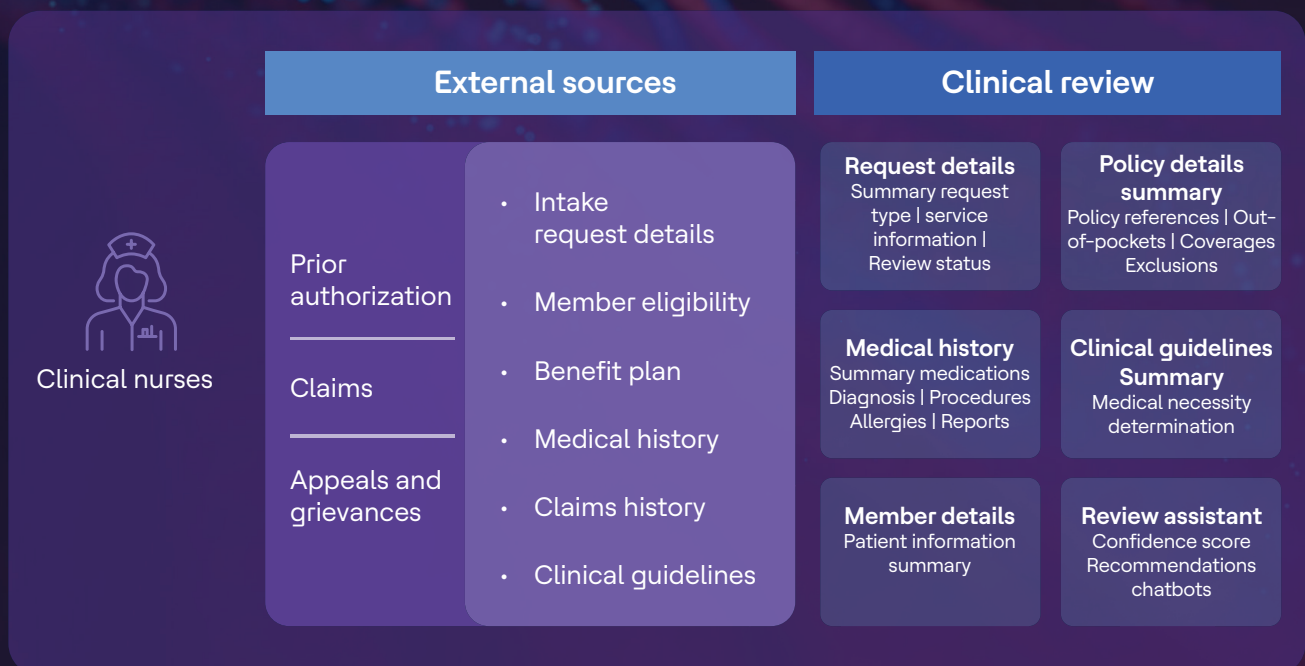
Integrates seamlessly with existing systems to generate response letters for approval or denial notifications



Decision support

Enables nurses to focus on higher-level decision-making with concise insights

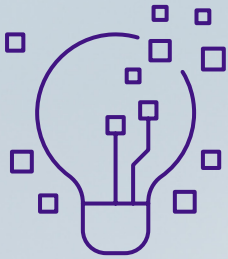
HCLTech's payer clinical review



Differentiators

What sets HCLTech's payer clinical review solution apart





Success story

HCLTech's payer clinical review solution enabled a regional health plan to reduce clinical review costs by 30%. It streamlined operations, cutting review time from 2-3 hours to 20 minutes per case and decreased manual effort by 60%.



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending March 2025 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

hcltech.com

