

ASCENTIST HEALTH (2024)

Centralized Prior Authorization

Your trusted partner in remote healthcare support for U.S. clinics.

Problem

Internal management of prior authorizations led to slow approvals, procedure delays, documentation errors, frustrated patients, and growing burnout among clinical staff.

KCCA Solution:

Centralized Prior Authorization Model

KCCA deployed a fully managed, centralized PA team that took over the entire authorization process —submissions, follow-up, documentation, patient outreach, and escalations — seamlessly integrating with Ascentist’s workflows and freeing clinical staff to focus on patient care.

\$578,000

Total Annual Savings

Results

Metric	Before KCCA	After KCCA	Impact
Team handling PAs	17 in-house FTEs	17 KCCA FTEs (Argentina)	Same size, higher efficiency
Average Turnaround Time	>1 week	2 business days	70% faster
Clinic staff time on PAs	~20 hrs/week per clinic	0 hours	Fully offloaded
Surgical reschedules	Common	Rare	Better patient flow
Staff satisfaction	Low	High	Less burnout

Impact Summary

KCCA delivered measurable operational transformation: dramatically faster approvals, fewer surgical reschedules, complete elimination of clinic time spent on PAs, large financial savings, happier patients, and more efficient use of clinical staff.