



The exceptional provider experience

Medical benefits management | Specialty care





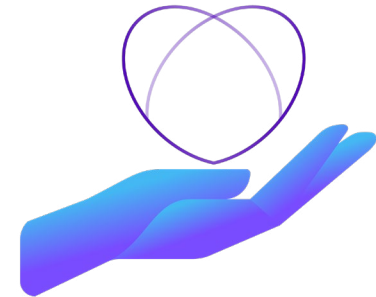
“Of all the prior authorization systems that I use on a daily basis, yours is the most user-friendly and responsive.”

— Indiana provider

## Equip your providers with time-saving, clinically accurate technologies to optimize care decisions

At Carelon, we continuously strive to enhance experiences, improve outcomes, and increase affordability in the healthcare system. To achieve this goal, we work hand-in-hand with your providers every step of the way. We share their same priority — ensuring your members receive high-quality evidence-based care efficiently. That's why our clinical solutions are designed to streamline your providers' workflows.

To ensure our solutions meet your providers' needs, we engage them throughout our process — from the development of our clinical guidelines to our responsive peer-to-peer consultations. Our commitment to delivering an exceptional provider experience is reflected in our high satisfaction scores every year.



# 92%

Overall provider satisfaction

# 350k+

Providers engaged

# 70+

Health plan partners





## Leverage clinical solutions aligned with proposed prior authorization reforms

With the estimated cost of unnecessary healthcare spending ranging between \$600 billion and \$1.9 trillion, prior authorization continues to be critical to reducing waste in the US healthcare system.

For health plans, it's good know that our processes align with proposed prior authorization reform objectives, and always have.

## Explore our solutions

### Oncology suite

- Genetic testing
- Medical oncology
- Radiation oncology

### Musculoskeletal solutions suite

- Musculoskeletal
- Rehabilitation

### Core solutions suite

- Cardiology
- Radiology
- Sleep
- Surgical procedures



# 92%

Provider satisfaction with  
our clinical criteria integrity

## Harness the latest medical research

Medical research is growing at a rapid pace. It's estimated that the doubling time of medical knowledge was just **73 days** in 2020 versus **3.5 years** in 2010. As a result, providers are challenged to keep up with the latest medical research, potentially affecting the quality of care they offer your members.

Our clinical team collaborates with community-based physicians and academic thought leaders throughout the country to develop evidence-based guidelines to address today's most complex, costly specialties. To ensure they're current with the latest medical research, our clinical solutions are rigorously reviewed every six months at a minimum.

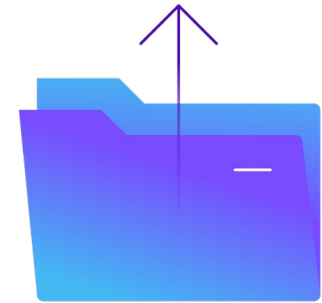




## Put our evidence-based guidelines at your providers' fingertips

Our provider portal accelerates the case review process for your providers. This user-friendly online tool allows your providers or their office staff to enter case review data through intuitive pathways and receive a response in real time, 24/7. In fact, most case reviews are closed at intake.

To help ensure we meet the needs of a busy medical practice, our digital platform was built and continuously enhanced with the assistance of a nationwide panel of 4,000-plus providers who use our platform.



# 94%+

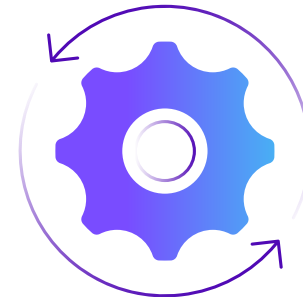
Provider satisfaction with our provider portal

# 87%

Cases initiated online

# 80%

Cases resolved online at intake



## Automate prior authorization workflow

We're investing in new technologies such as artificial intelligence and data science, and integrating our platform into the electronic medical record systems that clinicians use every day to further automate prior authorization.

By reducing the overall prior authorization processing time, we give your providers more time to focus on what they do best — providing high-quality care to your members.



## Pair powerful technology with medical expertise

If additional information is needed to complete a case review, your providers can be assured our expert physician reviewers are just a phone call away. Our team is specially trained on our clinical guidelines and includes 200+ physicians representing more than 40 medical specialties.

Because each case review is unique, our physician reviewers are empowered to consider a member's individual circumstances in their decisions.



# 87%

Cases resolved  
in 24 hours

# 95%+

Provider satisfaction  
with our clinical  
review team



## Read what providers are saying about us



“I have always been very impressed with the level of care each representative has shown.”

– **Texas provider**

“You make our medical office run smoother, especially with patients needing surgery.”

– **Virginia provider**

“Thank you for helping so many cancer patients in our practice with the efficiency and the care you use in considering requests.”

– **Michigan provider**

“Very few portals offer the level of pathways that yours does, making this one of the best to use by far.”

– **Missouri provider**

“Carelon’s website is the easiest to navigate. I wish all insurance carriers would use your service.”

– **Kentucky provider**

“Your staff is always courteous, thorough, and professional.”

– **Illinois provider**



Learn more about us

Contact us

For more information, visit us at [Carelon.com](https://www.carelon.com)