

# 12 Questions to Help Evaluate Prior Authorization Vendors

Looking for a prior auth vendor  
and not sure where to start?  
Ask these questions to make the  
most informed decision possible.

**01**

## What Are My Prior Auth Goals?

By determining your goals you can weed out vendors incapable of covering the workflows you need.

**02**

## How Much of My Prior Auth Workflow Does the Vendor Cover?

A holistic prior auth solution isn't offered by all vendors, many leaving work for your team.

**03**

## How Does the Vendor Handle Medical Documentation in Requests?

Medical documentation is common in auth requests, but most vendors leave this for your team.

**04**

## What Does the Vendor Specialize in?

If a vendor lacks RCM knowledge they can't understand your challenges and offer insights.

**05**

## Will the Vendor Help Me With Other RCM Processes?

Finding a vendor capable of automating additional RCM processes is critical for expansion.

**06**

## What Kind of Tech and Approach Do They Use?

Bolt-on approaches typically result in additional training, user portals, and effort.



### Will the Prior Auth Vendor Work With My Payers and EHRs?

Limited payer networks and EHR compatibility will limit your opportunities for expansion.



### How Does the Vendor Handle Changes to EHRs, Payer Portals, and

Changes and updates can result in workflow interruptions or IT burdens for your team.



### Will the Prior Authorization Vendor's Service Interrupt Our

Actual implementation of some prior auth solutions can impact workflows — be sure to clarify.



### How Will the Implementation Process Impact My Organization?

Depending on the vendor, varying degrees of technical burden may fall on your team.



### What Support Will I Receive From the Prior Authorization Vendor?

Some vendors take longer to respond to tickets than others, while others offer no support at all.



### Will the Automation Vendor Protect Our Patient Information?

Many vendors aren't built on the same security standards, leaving PHI and PII at risk.

## AKASA Authorization Management

Resolve more prior authorizations, improve turnaround time, ease staff burden and frustration, and enable timely patient care.

[Watch a free demo](#) and see how AI-powered Authorization Management can help your team reduce the burden of prior auth.



For more information,  
contact us at [updates@akasa.com](mailto:updates@akasa.com)

STEP INTO THE FUTURE OF  
HEALTHCARE WITH **AKASA**.