



# Lifting the Manual Burden: How Advanced Automation and Decision Intelligence Can Transform Workflows

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It's clear that claims professionals — like many other workers — have more on their plate than ever before. Trends including labor shortages, the COVID-19 pandemic, an aging population and a turbulent economy have been something of a double whammy for the front lines of workers' compensation and risk management. Not only does it affect the people in the field, but because it is a work-related role, claims professionals in workers' comp often find themselves absorbing some of this chaos from the industries they are supporting.

The result is a smaller workforce dealing with a bigger workload, situations that are more complex and fewer resources to work with. This bottleneck in claims can have a negative impact on patient outcomes — and creates a workplace that claims professionals are even more likely to want to leave. "The Workers' Compensation industry is dealing with a severe lack of resources at the desk level to manage claims with the level of attention they deserve," says Hollie Lamboy, myMatrixx Senior Vice President of Product Development.

From day-to-day, overall claims management to treatments to authorizing medications, there are a wide array of increasingly complex decisions that claims professionals in these roles need to make. Fortunately, across a wide range of applications, technology and automation have tremendous potential to streamline workflows and improve efficiency.

"Our goal is to leverage technology that provides meaningful decision support in pharmacy claims management," says Cliff Belliveau, myMatrixx Vice President of Business Intelligence. "Product development and business analytics can provide powerful tools that let them bypass tedious processes for determining the most effective, and safest, claims decisions."

## Automating the claims environment with decision intelligence

For Lamboy, automation must be based on a deep understanding of the roles and pain points. "It's imperative to know the day-to-day responsibilities of a claims professional inside and out to identify the time-consuming efforts that automation and intelligent decision-making processes can address."

Belliveau agrees, "Automation is a direction that many industries are considering to mitigate the issues of labor shortages and workflow inefficiencies. The key to automation is maximizing the value of data." We can use artificial intelligence and predictive models to enable faster decisions within the scope of their job.

## Building a more intelligent prior authorization process

Claims professionals are entrusted to make key decisions multiple times a day that affect the length, cost and medical outcome of an injured worker's case.

A claims professional may need additional clinical insights to make an informed decision, but making sense of all this data is a different story. Lamboy explains, "By focusing on process automation through the lens of decision-making intelligence, we can present meaningful and actionable data to a claims professional to improve their workflow efficiencies."

Belliveau adds, "Our advanced clinical analytics product, **CARE**, delivers powerful insights about an injured worker's current and future pharmacy therapy. CARE identifies potentially dangerous drug utilization patterns such as opioid and benzodiazepine use, as well as many others. There are so many pharmacy risks that may go unnoticed."

Medication prior authorization review is critical to ensure that an injured worker is receiving the drug therapy they need. However, in an environment where efficiency is essential, it represents an almost perfect example of where decision intelligence can assist in the process. "Application of intelligent automation would mitigate the need to sift through lines of data and extensive amounts of information.

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By applying smart logic to this process, it can enable faster review or even completely automated review in some cases. More timely completion of prior authorization means reduced administrative burden, greater operational cost savings and a better patient experience.

Lamboy believes "At the end of the day, technology and automation can transform these workflows in a way that helps claims professionals grow their role so injured patients can have a better outcome."

Learn how **Clinical** and **Business Intelligence** solutions from myMatrixx can streamline your claims strategy while promoting the safety and recovery of injured workers.

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