



FrictionFreeAgent

Agentic AI to Reduce Operational Friction

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Introductions



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UHCP PAAN Team

UnitedHealthcare Provider Prior Authorization and Notification



UHCP PAAN Application

Internal tool designed to streamline the **prior authorization** process for UHC provider users

Business Requirements

Cost Control

Preventing unnecessary or overly expensive treatments

Patient Safety

Ensures treatments are clinically appropriate

Regulatory Compliance and Provider Accountability

Aligns with state guidelines and encourages adherence to evidence-based procedures


Operational Efficiency

Reduces downstream costs from inappropriate or unnecessary care

Existing Provider Portal

PA Requirement Check for CPT Code

Currently Emulating



Search

Training & Support

Practice Management

TrackIt 79

Paan

Payer

87726 - UnitedHealthcare

Provider

Mercy Gilbert Medical Center

Eligibility

Claims & Payments

Referrals

Prior Authorizations

Clinical & Pharmacy

Documents & Reporting

Additional Tools

Commercial

Arizona

R221

Rash and other nonspecific skin eruption

This is paired with selected procedure codes

Inquiry response

Use the "Proceed with submission" button to proceed with a prior authorization submission for the services below that either require prior authorizations for all or require for some of the place of service settings.

Please note, specific procedures may not require additional authorization, however all inpatient admissions require notification.

Procedure code	Description	Inquiry summary
22206	Osteotomy of spine, posterior or posterolateral approach, 3 columns, 1 vertebral segment (eg, pedicle/vertebral body subtraction); thoracic	Notification/Prior Authorization is required for this service.
<div>Show place of service breakdown</div>		
11102	Tangential biopsy of skin (eg, shave, scoop, saucerize, curette); single lesion	Notification/Prior Authorization not required for this service.
<div>Show place of service breakdown</div>		

Return to search

Proceed with submission

The search executed is based on data that you have selected. Your search is not a request for prior authorization and is not notification to UnitedHealthcare. Prior authorization requirements vary by benefit plan and the provider's participation status. Your search does not guarantee coverage. Coverage determinations are based on the member's benefit plan and eligibility for benefits in addition to other criteria. This tool is intended to check requirements for Medical services only.

Existing Provider Portal

POS Lookup

EPO

Commercial

Submitting provider details

Name

Mercy Gilbert Medical Center

Tax ID number

352263845

Select a different provider

NPI *

1992735088

Submitting provider address

3555 S VAL VISTA DR, GILBERT, AZ 85297 | 501746689692814594

Service setting

Place of service *

Acute Hospital

Ambulatory Surgical Center

Home

Inpatient Rehabilitation

Intensive Outpatient

Cancel

Continue

Contact Us

UHCProvider.com

Sign Out

Existing Provider Portal

NPI Provider Info Lookup

Select your search criteria *

NPI number

NPI number *

1235101130

Search admitting/attending physician

Reset

Results Per Page 5

< 1 of 3 >

Showing 1-5 of 13 Results

Name	Address/phone	Network status	Specialty	TIN	Provider ID	Premium designation What is this?	Actions
MICHAEL JOHN GARVIS	17705 HUTCHINS DR STE 100, MINNETONKA, MN 55345 T. 952-401-8300	In network	Pediatrics	411240834	14694670321285	Premium Care Physician ❤️ ❤️	Select
MICHAEL JOHN GARVIS	15535 34TH AVE N STE 100, MINNEAPOLIS, MN 55447 T. 952-401-8300	In network	Pediatrics	411240834	14694670321285	Premium Care Physician ❤️ ❤️	Select
MICHAEL JOHN GARVIS	17705 HUTCHINS DR STE 101, MINNETONKA, MN 55345 T. 952-401-8300	In network	Pediatrics	411240834	14694670321285	Premium Care Physician ❤️ ❤️	Select
MICHAEL JOHN GARVIS	12000 ELM CREEK BLVD N STE 250, MAPLE GROVE, MN 55369 T.	In network	Pediatrics	411240834	14694670321285	Premium Care Physician ❤️ ❤️	Select

Existing Provider Portal

Error/Service Unavailability Example

Select admitting/attending physician *

The doctor responsible for admitting a patient to a hospital or other inpatient health facility. You are able to select an Admitting/Attending Physician either from your favorites or perform a new search.

Search by: ☒ New admitting/attending physician search ☐ Your favorites


Select your search criteria *

NPI number


NPI number

1811077175

Search admitting/attending physician



Provider not found. Please refine your search.



Provider Portal Friction

Service Outages & Manual Provider Lookups Are Failing Healthcare Efficiency



**Delayed PA and
service approvals**



**Incorrect billing and
coding, resulting in
claim denials**



**Frustrated users
and overwhelmed
support teams**



**Compliance risks
due to outdated or
mismatched data**

Solution



Our Solution:

Leveraging agentic AI to proactively minimize operational friction

Automate and Validate the Lookup Process on Provider Portal



Precision Automation Code & Provider Lookups



Error Elimination & Human Dependency Reduction

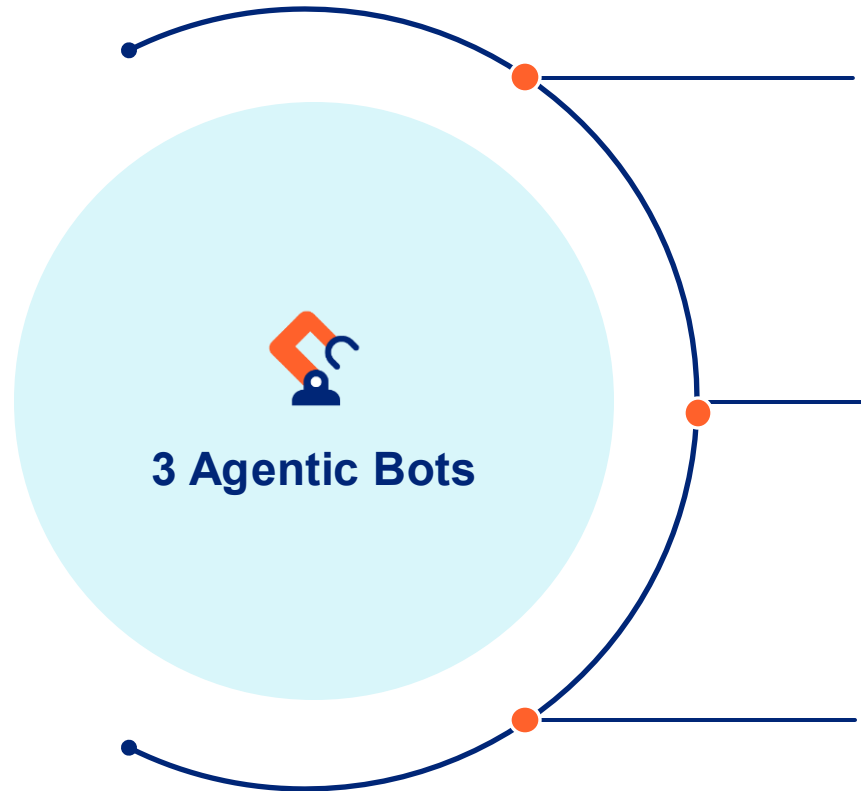


Unified Data Consistency Across Multiple Sources



Enhanced User Experience Through Conversational AI

FrictionFreeAgent



Prior Authorization Assistant

- Determines if prior authorization is required for a given procedure code and provides additional contextual information based on service location

Compliance Checker

- Verifies Place of Service (POS) defined within UHC and cross-checks with CMS public registry for compliance

Provider Search

- Summarizes information on healthcare providers based on ID, aggregates data from multiple info streams and shows accuracy across sources

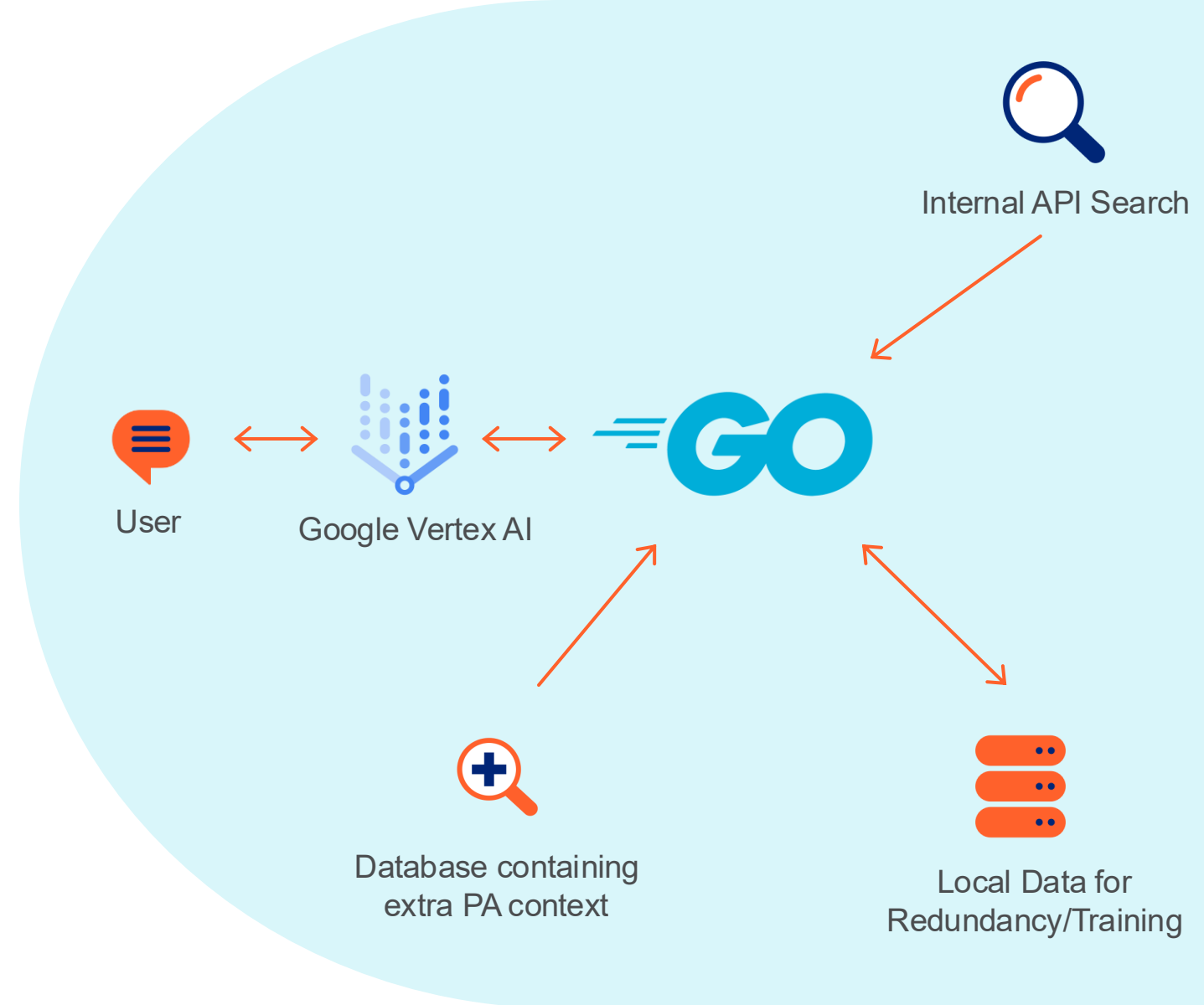
AI Tool for CPT Lookups



API queries are also stored locally to be used as backup and for model training



Extra PA context is provided by local API, reducing the number of sources used to get necessary information



Provider Search Workflow



Chat UI

Moved forward from a form submission or database search interface to a chat for quicker and easier use



Accuracy Scoring

Provider name and location information similarities are compared and scored to inform users about its expected accuracy



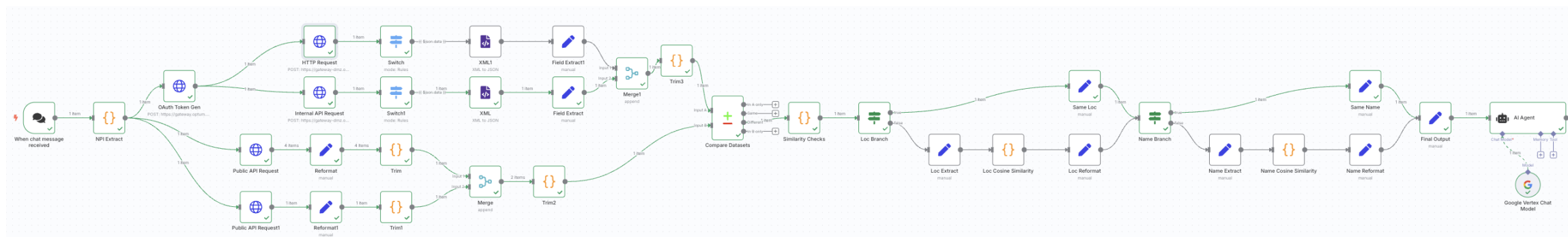
Multiple Data Streams

Combination of public and internal sources, and physician and facility search APIs, for wider case coverage and comparable info sources



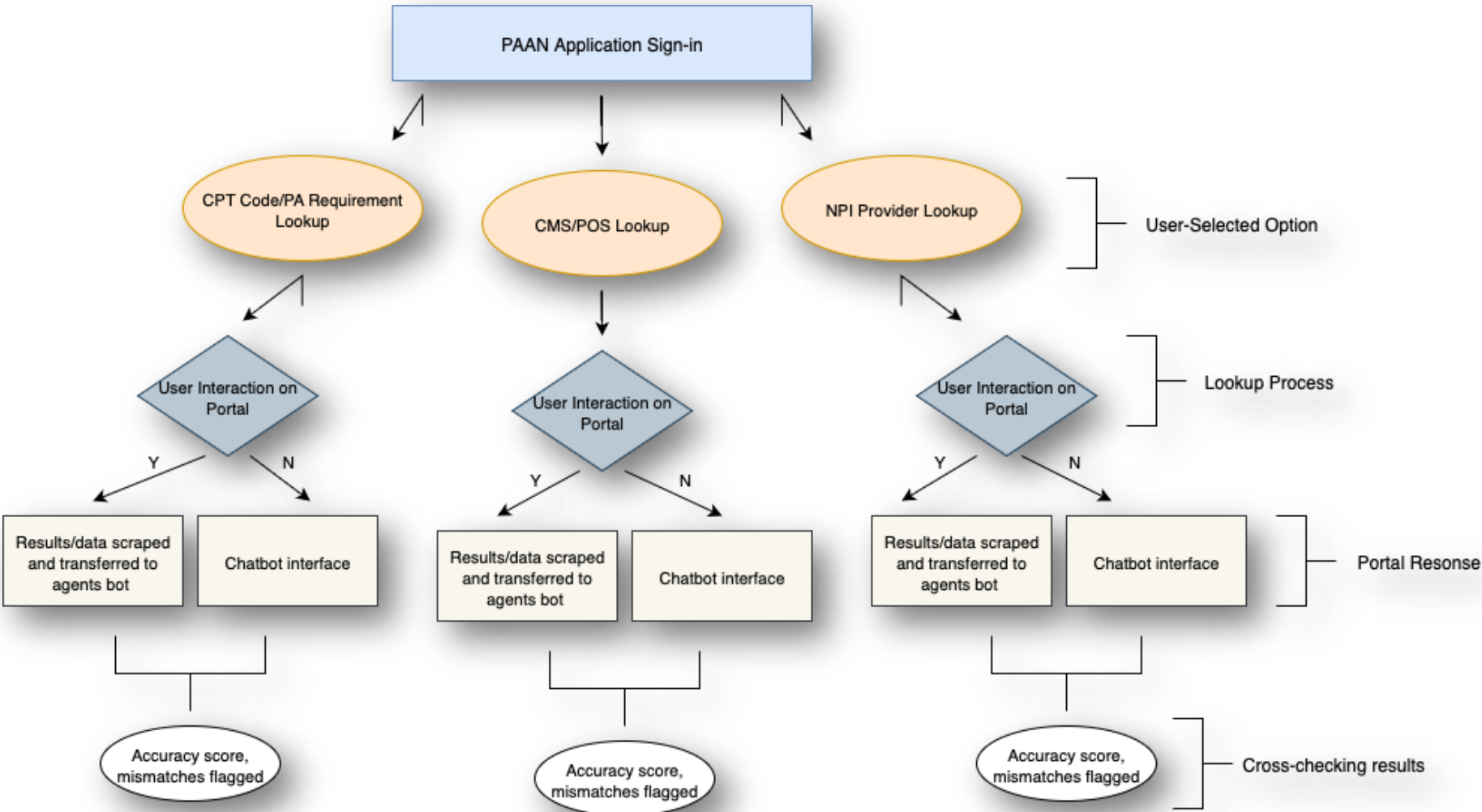
Singular Informed Response

An AI-powered, consistently formatted response to give users a brief, clear summary about a provider



Live Demo

Business Impact



Proof-of-Concept Approval Journey



Optum

Questions?

Thank You!

Optum

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