

UTILIZATION MANAGEMENT

Driving Better Outcomes Through Precision and Clinician-Backed Insights

Proven Results

1.6

MILLION

utilization reviews
conducted annually

11%

ROI PER YEAR

over four years

25

STATE

UM clients

20

YEARS

of URAC accreditation

Mission-critical healthcare programs face constant pressure to improve health outcomes, ensure access to care, and enhance care quality for beneficiaries.

Acentra Health helps organizations meet these challenges with innovative solutions and deep public sector healthcare expertise.

Our advanced Utilization Management Solution, part of our continuum of care suite, is designed to optimize healthcare resources by determining if medical services and treatments are necessary, appropriate, and cost-effective, ensuring beneficiaries receive the right care, at the right time, in the right place.

The Acentra Health Continuum of Care Suite



Future-Proof
Technology



Comprehensive & Flexible
Enhance quality of care through
personalized care plans



Flexible, Cloud-Based
HIPAA, NIST, SOC2 Type 2, and ISO
27001:2013 compliant



Agile, Modular Configuration
Continuous modernization for rapid
and ongoing updates to meet current
and future needs



Automation-Driven
Business rule processing, automated
workflows, and integrated analytics
and dashboards



Performance Optimization
Actionable insights with advanced
analytics and reporting dashboards
to improve decision-making and
outcomes

Our Approach to Utilization Management

Our end-to-end solution is built to deliver better health outcomes, impact, and value. Acentra Health uses advanced technologies, backed by clinical expertise, for quick request submissions and decisions that efficiently meet each program’s care criteria.

Prior Authorizations

Evaluate and approve the necessity of medical services or treatments before they are provided.

Pharmacy UM

Promote safe and appropriate use of medications, and reduce the likelihood of waste or abuse.

Utilization Review

Monitor the use of healthcare services to ensure they meet established clinical criteria.

Discharge Planning

Ensure timely and appropriate discharge from inpatient facilities and care management referrals.

Case Management

Collaborate with case managers to coordinate care and make informed decisions.

Appeals & Hearings

Support first- and second-level appeals.

Medical UM

Assess the need for inpatient and outpatient services.

Concurrent Review

Ensure medical necessity during course of treatment.

Behavioral Health UM

Determine the need for inpatient and outpatient behavioral health services.

Retrospective Review

Assess appropriateness of care post-service.

About Acentra Health

