



# Authorization Automation That Reduces Denials for ASAPs

---

AAFCPAs Advisory /  
Boston Senior Home Care





## Insights provided by:

- **Vassilis Kontoglis**, Partner, AI Digital Transformation & Security
- **Ryan K. Wolff**, MBA, Senior AI & Strategic Innovation Consultant
- **Charles Webb**, CPA, CHFP, Partner





## Insights provided by:

- **Margaret Hogan**, Chief Executive Officer, Boston Senior Home Care
- **Jeannette Green**, Business Data Analyst, Boston Senior Home Care



BOSTON SENIOR  
HOME CARE

Your home. Your choice. Your care.

# Poll Question 1

How does your organization currently track and manage service authorizations?

Today's session qualifies for one CPE credit. You must answer three of our four polls today and remain online for >50 minutes.



# Denied Authorizations Processing Issue



High volume



Time consuming / manually intensive to scroll through each one



Lack of resources



Unstructured process



Not looked at as the “low hanging fruit”

# The Origin Story – A Mounting Challenge



BOSTON SENIOR  
HOME CARE

Your home. Your choice. Your care.

In FY24, Boston Senior Home Care faced a critical financial issue:

1. Had \$433,000 in bad debt from SCO payors
2. Bad debt growth limited resources to retain and reward staff
3. Fragmented processes and communication silos existed across departments and with payors
4. Inability to access auth. information without individual doc handling
5. Verbal authorizations, manual tracking, and unclear workflows caused delays and losses
6. Path forward: Streamline and modernize our authorization system

# Poll Question 2

What is your organization's biggest challenge with authorization management?





BOSTON SENIOR  
HOME CARE

Your home. Your choice. Your care.

# Initial Strategy - Laying the Groundwork

- January 2024: Launched multi-department Bad Debt Workgroup
  1. Mapped life cycle of authorizations across teams
  2. Eliminated verbal authorizations
  3. Standardized communication and training
  4. Introduced staff accountability systems
  5. Identified PDF Auths. in the 1,000s as barrier
- Foundational work uncovered need for centralized auto-generated solution

# Our Strategic Goals

1. Prevent future bad debt through early issue identification
2. Equip staff with reports for real-time communication and tracking
3. Ensure that the correct number of service units are delivered as authorized
4. Ensure timely re-authorization of services
5. Strengthen financial sustainability



BOSTON SENIOR  
HOME CARE

Your home. Your choice. Your care.



The Solution  
– AI  
Authorization  
Management  
System



**Smart. Centralized. Action-Oriented.**

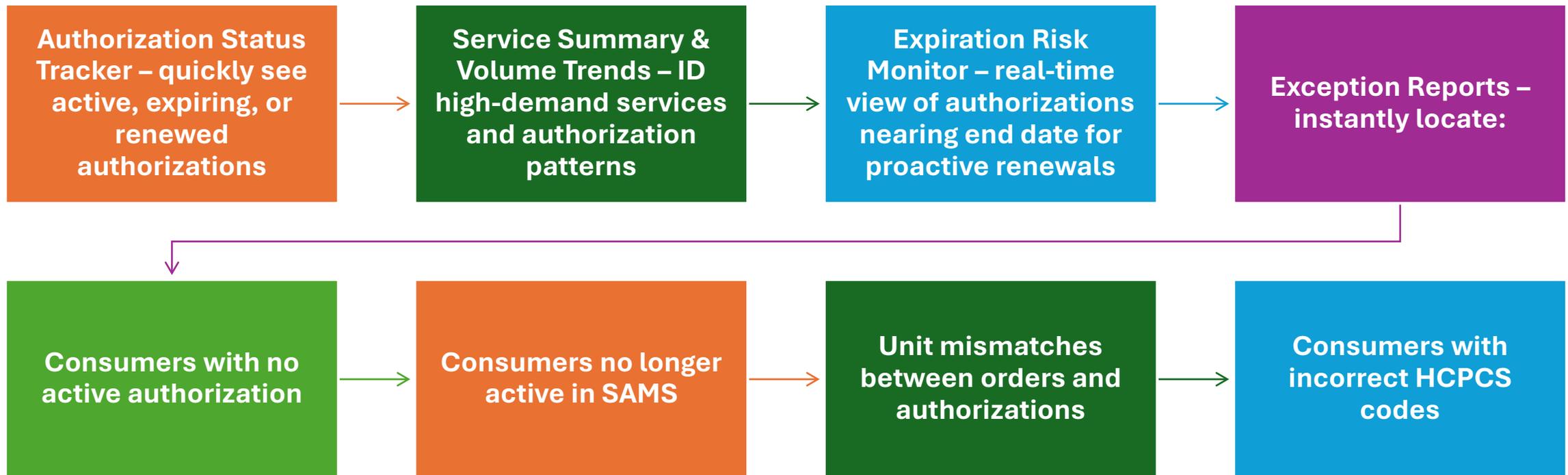
- Tracks all authorization requests from intake to resolution
- Matches service orders to authorized units
- Flags expired/missing authorizations in real-time
- Provides audit trail to support accountability
- Reduces manual tracking and errors





# Real-Time Demo

# PowerBI Dashboard: Real-Time, Drill-Down Capability



# Poll Question 3

On average, what percentage of your monthly service authorizations are processed on time?



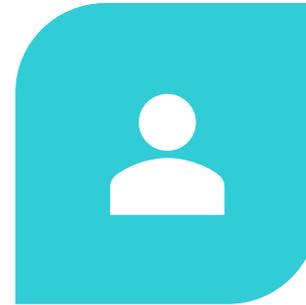
# Performance Results (May 2025)



LOWEST MONTHLY BAD  
DEBT SINCE APRIL  
2024



IMPROVED  
COMMUNICATION AND  
REDUCED REWORK



AUTH-TO-SERVICE UNIT  
MATCH NOW VERIFIED



BI-WEEKLY REVIEW OF  
DENIALS BY CODE  
UNDERWAY

# Financial Impact



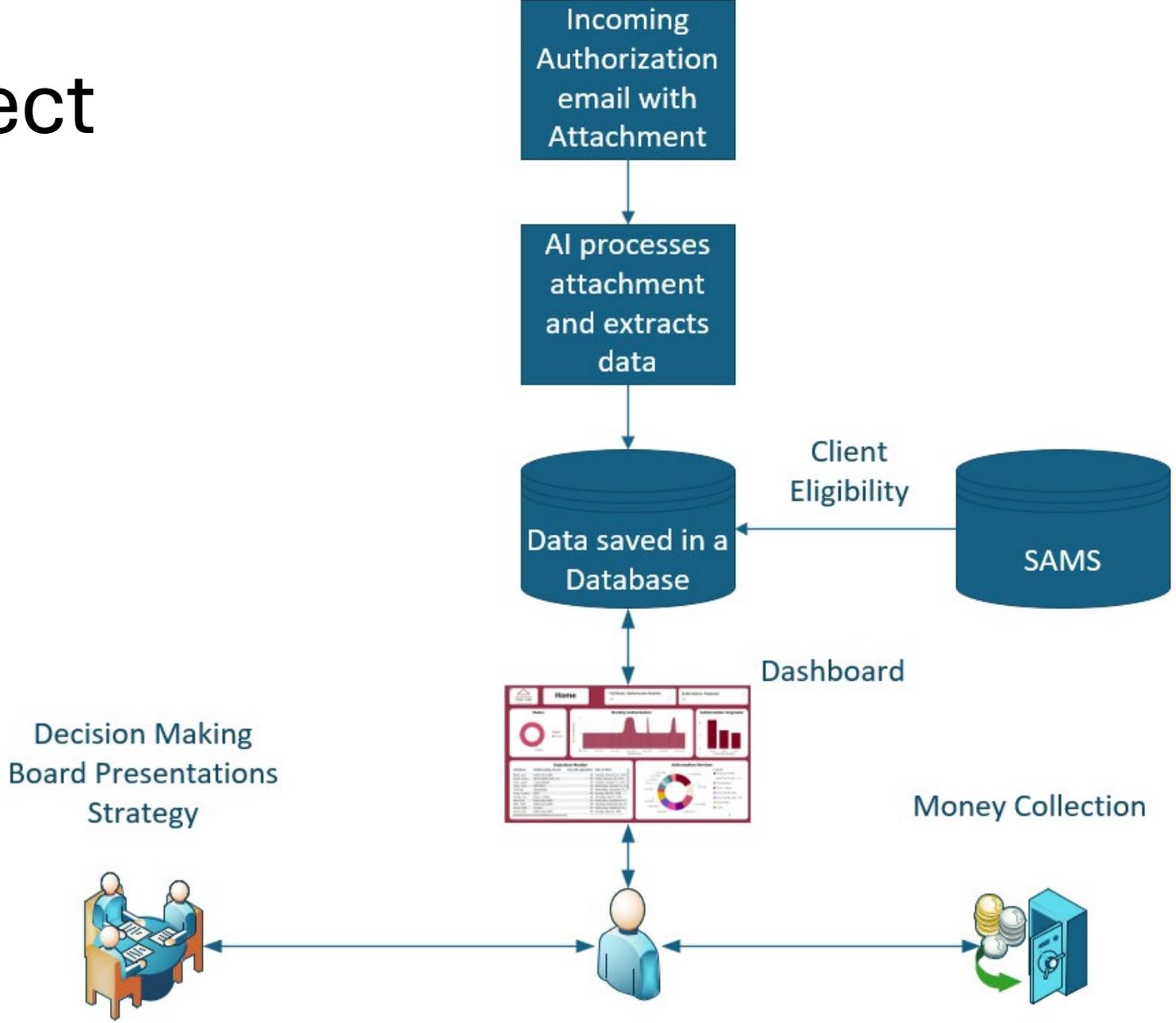
**Unnecessary Costs (US):** Nearly 15% of all medical claims submitted to private payers are initially denied. However, over 54% of these denials are ultimately overturned upon appeal. This suggests that providers waste approximately **\$10.6 billion annually** fighting denials for claims that should have been paid initially



In FY25–FY26, the ASAP/AAA network in **Massachusetts** faced a \$60 million funding gap in the Home Care Program due to delayed or stalled appropriations. This shortfall:

- Forced agencies to front service costs
- Delayed payments to providers
- Functioned like a system-wide “denial” of authorized services

# Technical Aspect



## Benefits – Next Steps

- No Manual authorization Processing
- Consolidating authorizations from multiple SCO payors into one central repository
- Covers lack of resources to deal with the issue
- Additional integration/automation opportunity examples
  - Flag certain transactions
  - Monitor volume
  - Automatic Notifications / Approvals
  - Potential auto response to SCO payor

# Poll Question 4

How much of a priority is modernizing your authorization and denial-management processes over the next 12-18 months?



# Upcoming AAFCPAs' Annual Nonprofit Seminar

---

Visit [www.aafedu.com](http://www.aafedu.com) for  
the agenda for our full-day,  
virtual event, April 29,  
2026.





# Questions?

## Contact Us

Vassilis Kontoglis

 [vkontoglis@aafcpa.com](mailto:vkontoglis@aafcpa.com)

Margaret Hogan

 [mhogan@bshcinfo.org](mailto:mhogan@bshcinfo.org)



The information contained herein is general in nature and is not intended, and should not be construed, as legal, accounting, or tax advice or opinion provided by AAFCPAs to the user. The user is also cautioned that this material may not be applicable, or suitable for, the user's specific circumstances or needs and may require consideration of non-tax and other factors if any action is to be contemplated. The user of this should contact his or her AAFCPAs advisor prior to taking any action based on this information. AAFCPAs assumes no obligation to inform the reader of changes or other factors that could affect the information contained herein.



**THANK YOU**