

## MEDICAL MANAGEMENT PREAUTHORIZATIONS

### The Facts

company: American Health Holding Inc.  
location: Worthington, Ohio  
focus: Medical Management  
monthly appeals: 142  
appeals for external review: approx. 30 per month  
AllMed client since: February 2005  
website: [www.AmericanHealthHolding.com](http://www.AmericanHealthHolding.com)



the credentialing process, or we could outsource the review process.”

The company has also found that a growing number of states have regulations governing licensing for Utilization Review, requiring the physician to be licensed in that state. Verifying the credentials of each physician can be a time-consuming job. “We require that the organization be URAC accredited,” Caughey said.

### The Solution

AHH chose AllMed because of its URAC accreditation, and because it already had over 300 physicians in all medical specialties and had validated their accreditation and state licensing.

AllMed’s high level of service and pricing were also key considerations. “We’ve found AllMed very helpful when our nurses or clients want more detailed explanations or references,” said Caughey. “AllMed has been very willing and able to meet our needs.”

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### The Challenge

American Health Holding (AHH) provides medical management services across the continental United States for a variety of TPAs, ASOs and even some self-funded employer groups. They thoroughly review approximately 142 appeals per month, and send an average of 30 appeals a month to AllMed for external review.

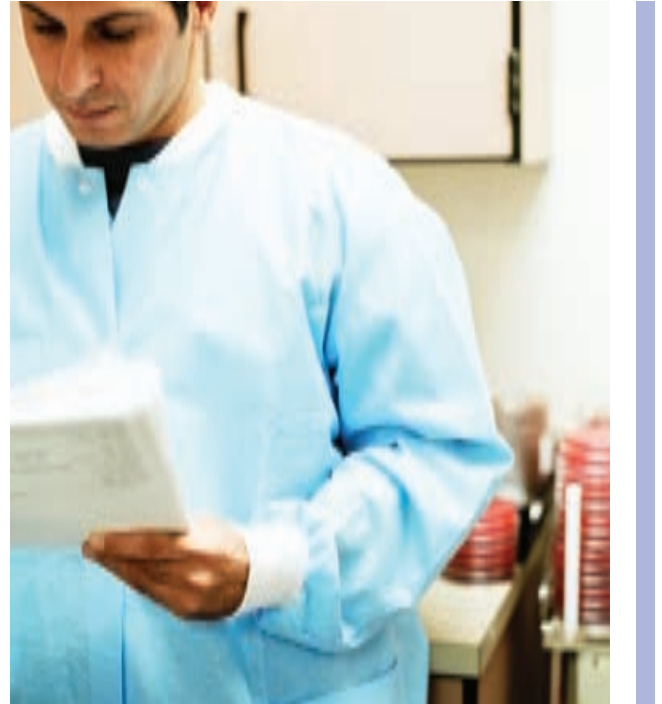
According to Margie Caughey, Vice President of Operations, AHH is on top of all the mandated deadlines. “We’ve had challenges finding physicians with the appropriate specialties who are licensed in various states and hold appropriate credentials,” she said. “As a company, we had a choice to make—we could either personally recruit physicians and manage

## The Outcome

The two Medical Review nurses, as well as staff reviewers around the country, can access an AllMed physician whenever they have a question on a case or require a more detailed explanation. The average turnaround time for a standard appeal dropped from 3.2 to 1.7 days with AllMed. AHH has also realized savings of \$3,700 per month in external physician review costs.

## About American Health Holding, Inc.

A privately owned company founded in 1993, American Health Holding is a full-service medical management firm with about 225 employees, including a professional staff of physicians and registered nurses. They specialize in providing medical management services on their clients' premises, as well as from their corporate headquarters in Worthington, Ohio. American Health Holding offers services that span the healthcare continuum, including Utilization and Case Management, Demand Management, Maternity Management, Disease Management, and a wellness web portal, as well as programs for out-of-network discounts and referral authorization. They hold multiple URAC accreditations.



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## About AllMed Healthcare Management

Founded in 1995, AllMed is a URAC-accredited Independent Review Organization (IRO) serving insurers, medical management units and third-party administrators nationwide. All reviews are conducted by board-certified physicians in active practice. More information on AllMed can be found on the company's Web site at [www.allmedmd.com](http://www.allmedmd.com).