Prior Authorization.

Every packet read, indexed and routed — without a person touching it.

Intelligent document processing for prior-authorisation intake. Packets are ingested from fax, email and portal, then classified, extracted, validated against your business rules and indexed straight into your existing ECM, at a scale of millions of pages a year.

LATEETUD

HEALTHCARE PAYOR & PROVIDER
MICROSOFT PARTNER · AZURE AI · POWER PLATFORM
SOLUTION BRIEF · AUGUST 2026

THE GAP IT FILLS

Prior authorisation is a document problem long before it becomes a clinical one. Everyone talks about automating the determination, which is the part with regulators, medical policy and appeal rights attached to it. But before a nurse reviews anything at all, a multi-page packet has to be received, split, classified, read, validated and filed. Most plans hand that work to a BPO priced per document and per page, which means the cost line grows at exactly the rate fax volume does. **Automating the review is a long road, whereas automating the intake is not, and the intake is where the money sits.**

FOR OPERATIONS

Turnaround

not a vendor's shift pattern

Packets are read and routed the moment they arrive rather than queued for an offshore batch, so clinical reviewers no longer wait on indexing before they can start work.

FOR FINANCE

Per-page pricing

broken, deliberately

A BPO contract at roughly $1.80 a document plus $0.008 a page scales linearly with volume, whereas platform cost does not, so every additional million pages widens the gap in your favour.

FOR THE CIO

Into your ECM

not another repository

Documents are indexed directly into the ECM systems you already run, so there is no migration, no second system of record and no new place for staff to look.

RECEIPT TO INDEXED RECORD · NO HUMAN IN THE MIDDLE

The system is self-learning, so accuracy and throughput improve as volume grows.

ARRIVAL
Receive
Fax, email, portal and file drop land in one queue.

Digitise
OCR runs across the whole packet, which averages 19 pages in the reference deployment.

Classify
Document type identified and the packet split into its component parts.

Extract
Member, provider, procedure codes and dates pulled from the page.

Validate
Fields are checked against your business rules, and anything below confidence goes to a person.

FILED
Route
Indexed into the correct ECM system without human intervention.

Proven at scale

DEPLOYED · NATIONAL MEMBER-OWNED INSURER

30 million members, hundreds of thousands of providers and more than 10,000 hospitals. **70 million pages a year**, arriving as 300,000 packets a month, with 70% automated within six months and $2.5M in direct savings measured against an outsourced baseline of more than $7M.

ECONOMICS · THE CURVE INVERTS

Outsourced intake is priced per unit, so the invoice tracks volume forever. **Automated intake is priced per platform instead**, which is what stops growth from being a cost event.

Where it runs

`Azure AI Document Intelligence · Azure Machine Learning · Power Automate · Dataverse · Power BI · your existing ECM`

MONTH ONE

Baseline accuracy measured on your own document mix, not a demo corpus.

MONTH SIX

70% runs straight through in the reference deployment, with the remainder queued to people.

FROM THERE

Additional document types join the same pipeline as training examples rather than as projects.

Sound familiar?

- “ We pay our vendor by the page, and the volume only goes up.
- “ Nobody can tell us how long intake actually takes.
- “ Every new document type turns into a change order.
- “ Our nurses wait on indexing before they can start reviewing.
- “ The accuracy report comes from the vendor being measured.
- “ We are one volume spike away from missing turnaround standards.

DELIVERY MODEL

This is **a partner-built solution framework rather than licensed software.** Lateetud delivers it as an engagement, deployed into your own tenant. The ingestion pipeline, document models, validation rules engine and ECM connectors all carry forward, which is what makes delivery fast, but every implementation is trained against your document mix, your business rules and your ECM.

The model proposes, your rules decide, and a person handles the exceptions. Extraction is confidence-scored, and nothing files below threshold. Every document carries a full audit trail from receipt through to indexed record, and that is what makes the automated share defensible to compliance rather than merely fast.

START A CONVERSATION

A 45-minute walkthrough, then a measured baseline on a sample of your own packets.

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