

Partnering to build a streamlined prior authorization process



About the partnership

Arrive Health is a healthcare technology company that works to make care decisions better for patients and providers, improving affordability, access, and outcomes — all while reducing administrative burden. Artium is a software development company helping organizations leverage AI and accelerate innovation.



The problem

Arrive Health was looking for a way to speed up the prior authorization process. Arrive Health didn't have the internal capability to build a solution that could manage the volume and variety of policy information across hundreds of thousands of medications and insurers, all while integrating seamlessly with their current tech infrastructure.



The solution

Leveraging Anthropic's Claude on AWS Bedrock, Arrive Health and Artium partnered to build a custom engine that streamlined policy data, connected with external and internal databases, and allowed healthcare SMEs to refine AI outputs for accuracy.



The approach

Arrive Health and Artium developed an LLM-powered engine to validate whether AI could accurately summarize policy information into concise, actionable insights. If it could, these summaries would help medical admin workers understand when a request would surely not meet the criteria for prior authorization before submitting it to the PBM, saving significant effort for both sides.



The success

After 10 weeks of rapid iteration and experimentation, the AI-powered engine successfully demonstrated its ability to streamline the prior authorization process.

Results indicate a **reduction in unnecessary prior authorization requests**, helping providers make quicker, data-driven coverage decisions.



We have top class software developers here at Arrive - but we chose to partner with Artium because we knew they had the AI native engineering talent and understanding of computer vision, generative AI and custom LLM modeling that we would need. They did an incredible job and we are excited about the massive efficiency gains we will generate."

- **Lew Parker, CTO, Arrive Health**