

CASE STUDY

Reducing Time-to-Chair for Infusion Patients

How Latent's enterprise pharmacy intelligence platform enables Ochsner to care for more infusion patients, faster

 **OchsnerHealth** HOSPITAL-BASED OUTPATIENT INFUSION

9.3 min

Prior auth time with Latent
VS. 26.5 MIN BEFORE

+35%

More cases per FTE per day
17 → 23

40K+

Infusion authorizations in Latent
TO DATE



THE STORY

A year and a half in the making.

A year and a half ago, Latent and Ochsner set out to co-build a product that would redefine medication access for the world of infusions. Infusion workflows are among the most time-intensive, fragmented workflows in health systems today: every case could mean a different payer portal, benefit rule, documentation requirement, and team handoff. Ochsner had already proven the model with Latent on the pharmacy benefit side, where Specialty and Retail teams saw the first efficiency gains. Extending the same platform to the medical benefit was the deliberate next move.

■ Pharmacy benefit

SPECIALTY + RETAIL · PROVEN FIRST

■ Medical benefit

INFUSION · THE DELIBERATE NEXT MOVE

A YEAR AND A HALF, CO-BUILT WITH OCHSNER

For a health system like Ochsner, a central aggregator for medical benefit workflows isn't just a productivity tool. It fundamentally changes how the team operates. It reduces the operational risk of fragmented knowledge, gives leadership visibility across the team, and creates the conditions for continuous improvement. When every submission follows a standardized, supported workflow, the whole organization benefits: outcomes become more predictable, and the team can focus on the clinical work that requires their expertise.

This journey not only spans prior authorization but works toward a future where every step between a physician's order and a patient's infusion is as frictionless as possible. For the teams at Ochsner advocating for patients every day, Latent is building the infrastructure to transform a complex, fragmented process into a smoother and speedier path to treatment.

Playing Defense for Every Patient

Infusion authorizations have no single source of truth. No map.

Just an ever-growing stack of tipsheets, institutional know-how accumulated over years, and a team doing everything in their power to get patients the treatments they need as quickly as possible. Take chemotherapy: a member of Ochsner's infusion med access team must locate the treatment plan, investigate the patient's insurance coverage, pull the relevant payer policy from an external source, verify medical necessity criteria, determine the correct submission method (fax form, portal or even a portal buried inside another portal) just to submit. After all of that comes the follow-up: stretches on hold with payer phone lines, waiting for the approval that allows the infusion to be scheduled. This is the battle infusion teams fight every day, on behalf of patients who can't wait, against a constantly moving target, with no map to guide them.

BEFORE

Data and systems live in silos.

FAX TRANSMITTAL	MEDICAL NECESSITY POLICY
ON HOLD · 34 MIN	TIPSHEET · ENTYVIO
Portal › Inner portal	

WITH LATENT

Latent brings it all together.

INFUSION MED ACCESS · OCHSNER				LIVE
PATIENT	DRUG	PAYER · METHOD	STATUS	
J. R.	Entyvio	Aetna · ePA	APPROVED	
M. T.	Ocrevus	UHC · Portal	WAITING ON PAYER	
D. K.	Prolia	Humana · Fax	SUBMITTED	

Latent Assistant	Medical necessity criteria met. Supporting evidence surfaced from the chart.
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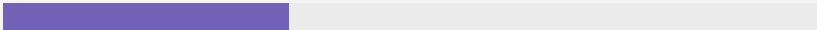
[SEE IT RUN](#)

Watch the map clear a case.

WITH LATENT One chemotherapy case, cleared by Latent. TIME TO APPROVE 9.3 min

01	Locate the treatment plan	Reviewed to bring the best answers forward.
02	Investigate the patient's insurance coverage	Pulled into one centralized view.
03	Pull the relevant payer policy	Payer requirements built into the workflow.
04	Determine the submission method	Latent directs the right method. No portal maze.
05	Verify medical necessity criteria	Clinical criteria built into the workflow itself.
06	Submit	Autofilled in one click.
07	Follow up on the approval	More auto-approvals, far less time on hold.

WITHOUT LATENT  26.5 min

WITH LATENT  9.3 min

17 MINUTES SAVED PER CASE · 65% LESS TIME

Latent's Medical Benefit Assistant

Ochsner's Infusion team now works from a single, centralized dashboard, with full visibility across the entire team, in real time. No more tracking cases in paper notes or spreadsheets while bouncing between fax forms and portals. No more relying on tipsheets, memory and experience to remember which payer requires which submission method for which drug.

Latent brings the map to the team. AI takes care of directing them to the correct submission method/payer requirements, and clinical criteria is built into the workflow itself, rather than living in the minds of individual staff members. Autofill handles demographic and drug information. And when the case reaches the complex clinical questions, the Latent Assistant surfaces the right clinical evidence from the patient chart.

For Ochsner's infusion patients, that means faster authorizations, faster starts to treatment, and more patients receiving their care within the Ochsner system. Now, Ochsner patients stay connected to the physician and care team who know them best, from the first infusion through the last.

INFUSION MED ACCESS		● LIVE
● Entyvio	APPROVED	
● Ocrevus	WAITING ON PAYER	
● Prolia	SUBMITTED	

One dashboard

The whole team works from a single, centralized view, in real time. No more paper notes, spreadsheets, or bouncing between portals.

The map, built in

AI directs the team to the correct submission method and payer requirements, with clinical criteria built into the workflow itself.

DRUG	Entyvio 300mg IV
PAYER	Aetna · Medical

Evidence on hand

Autofill handles demographic and drug information. For complex clinical questions, the Assistant surfaces the right evidence from the chart.

CLINICAL EVIDENCE

Medical necessity criteria met.
Surfaced from chart.

THE RESULTS

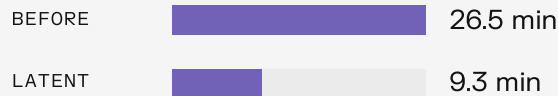
Each case cleared faster is a patient whose care comes sooner.

PRIOR AUTH REVIEW TIME

9.3 min

-65%

Review time per case dropped from 26.5 minutes to just 9.3 minutes, a reduction of 65%.



DAILY CASE CAPACITY PER FTE

+35%

17 → 23

Time savings raised daily capacity by 35%, from 17 to 23 prior authorizations submitted by each team member each day.



TIME-TO-CHAIR · PER TEAM MEMBER, EACH DAY

17 → 23

+6 REACH THE CHAIR



The biggest success of all is that each additional case completed per day is a patient whose path to care was cleared a little faster.

— AT SCALE

40K+

TOTAL INFUSION AUTHORIZATIONS COMPLETED IN LATENT, TO DATE

Every authorization represents a patient case navigated: coverage investigated, criteria verified, submission completed, approval tracked. Forty thousand of them, and counting.

Every one of them, a step toward treatment.

We value the Latent AI program for its ability to streamline the collection of clinical information directly from the chart, supporting more efficient workflows.

JANET PERRIATT
PRE-SERVICE AUTHORIZATION MANAGER
HOPD INFUSIONS & CLINICAL MEDICATIONS, OCHSNER HEALTH

VOICES FROM THE TEAM

What it changed for the people doing the work.

Latent has helped us work more efficiently by cutting down the time we spend reviewing patient charts and increasing auto-approvals, which means our patients can start treatment sooner— especially in chemotherapy, where timing really matters.

OCHSNER INFUSION TEAM MEMBER

HOSPITAL-BASED OUTPATIENT INFUSION MED ACCESS TEAM, OCHSNER HEALTH

“I like the way it fills in the patient information with one click.”

OCHSNER INFUSION TEAM MEMBER

HOSPITAL-BASED OUTPATIENT INFUSION MED ACCESS TEAM, OCHSNER HEALTH

For patients receiving complex infusions like chemotherapy at a hospital-based outpatient center, being treated within the Ochsner system means being followed by their physician and care team throughout every step of their journey. For the most complex infusion drugs, that continuity of care is always the most desirable patient outcome. And it starts with getting the prior authorization right.



CASE STUDY · LATENT × OCHSNER HEALTH

ENTERPRISE PHARMACY INTELLIGENCE

Simplify the journey from diagnoses to health.

TALK TO US ABOUT INFUSION ACCESS →

LATENT × OCHSNER HEALTH · ENTERPRISE PHARMACY INTELLIGENCE