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Neolytix scaled LACENTA's patient access operations 6.6x while achieving 95% call resolution rate across a 15-site network.

How Neolytix enabled Los Angeles Center for Ear, Nose, Throat & Allergy (LACENTA) to build a scalable, multilingual patient access model serving diverse communities

LACENTA in Brief

Organization Type:
Multi-specialty community medical center serving diverse urban patient populations in California, Los Angeles

Specialty:
ENT and Allergy

Number of sites:
15 (across Southern California)

Operational Challenge:
Rapidly expanding clinic footprint with growing multi-specialty appointment volumes and high patient contact volumes across scheduling, insurance verification, and intake coordination.

Strategic Focus:
Deliver equitable, culturally competent care by ensuring every patient is supported in their preferred language enabling better outcomes and reducing access barriers across all clinic locations.

The Operational Gap

LACENTA's Spanish, Korean, Armenian, and Mandarin-speaking patients represent a growing share of appointment volumes across 15 locations yet demand for qualified multilingual front-office staff consistently outpaced what conventional hiring could deliver.

California's scale makes this critical. With 6.2 million LEP adults, only 13% of hospitals meeting CLAS language benchmarks, and a 2025 state mandate requiring free interpretation at all patient contact points, multilingual staffing is no longer optional — it's a compliance and care quality imperative.

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Key Pain Points

Limited Department Accessibility

Gap: No direct lines, escalation paths, or callback system — high call volumes with limited department availability.

Impact: Patients unable to reach the right department for hours or days — driving frustration, unresolved inquiries, and risk to appointment retention.

Authorization Delays

Gap: Increased surgical and treatment volumes with no proactive monitoring or coordination between scheduling and authorization teams.

Impact: Patients arriving without approved authorizations — triggering last-minute cancellations, lost appointment revenue, and patient dissatisfaction.

Copay & Documentation Gaps

Gap: Inconsistent note-taking, no standardized payment tracking, and limited cross-visit visibility.

Impact: Patients confused about prior payments on canceled visits — eroding trust and creating billing errors that increase administrative overhead and revenue risk.

Language Barriers & Patient Confidence

Gap: Limited language coverage with no structured matching of patients to language-capable staff.

Impact: LEP patients uncertain whether they are fully understood — reducing appointment adherence, lowering care engagement, and increasing attrition risk.

Volume Growth & Process Strain

Gap: Scaling patient volumes without standardized workflows, role specialization, or outbound call management — heavy reliance on manual tracking.

Impact: Missed follow-ups, no-shows, front-office understaffing, and inconsistent patient experiences — directly affecting appointment capacity and revenue.

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Neolytix's Purpose-Built Solution

Neolytix operates as LACENTA's embedded patient access partner — taking end-to-end ownership of multilingual staffing, inbound and outbound call handling, scheduling, insurance verification, prior authorization monitoring, and intake coordination. Every service is integrated directly into LACENTA's workflows, governed by living SOPs, and backed by a structured coverage model designed to scale without disruption.

Outbound Call Management

Dedicated resource managing all patient outbound calls with a 1-hour voicemail callback SLA.

Copay & Documentation Standards

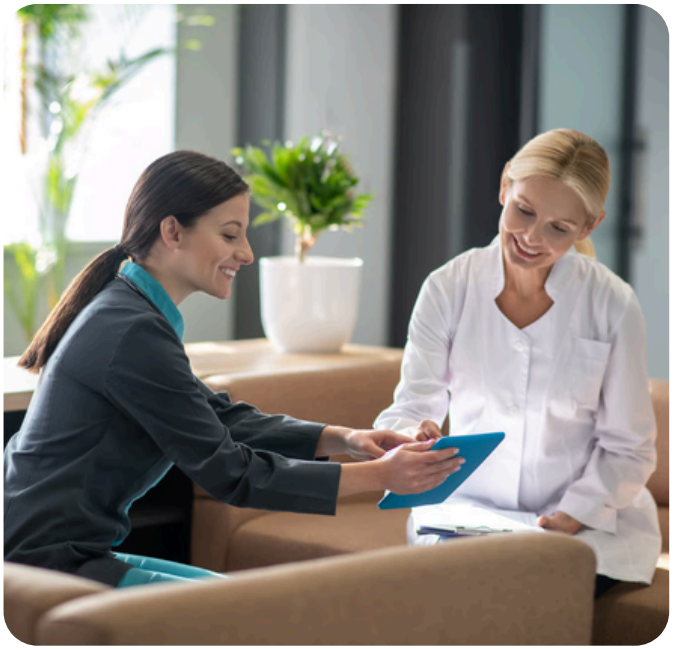
Standardized billing documentation and pre-visit verification — full payment visibility across every visit.

Prior Authorization Monitoring

48-hour pre-appointment auth check ensures patients arrive with approved authorizations eliminating last-minute cancellations.

Multilingual VA Staffing

Language-matched VAs across Spanish, Armenian, Korean, and Mandarin at every patient touchpoint.



Escalation & Department Routing

Structured escalation tracking and call SOPs ensure every unresolved request reaches a documented resolution.

SOP Governance

Living SOPs across all workflows, updated in lockstep with LACENTA's growth to prevent process degradation.

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Proven at Scale

The Neolytix partnership transformed how LACENTA delivers patient access across a multilingual, multi-site operation — bringing structure, scalability, and measurable quality to every patient touchpoint.

6.6x
Team Growth
From 5 to 33 multilingual VAs

95%
Call Resolution Rate
Resolution rate up from 86%

4
Languages supported
Spanish, Armenian, Korean, Mandarin

3x
Unresolved calls reduced
Dropped from 14% to 5%

With Neolytix owning end-to-end patient access — from recruitment and onboarding to coverage, QA, and documentation — LACENTA's clinical and operational leadership has redirected its capacity entirely toward patient care and growth. Neolytix's model is built for multi-site complexity: the same SOPs, quality standards, and language coverage operate consistently across all locations, ensuring every site delivers the same standard of patient access.

About Neolytix

NEOLYTIX is a healthcare MSO providing comprehensive revenue cycle management services including medical billing, enrollment, patient access, and prior authorization to mid-market healthcare providers and health systems. Neolytix's predictive analytics and data-driven approach enable healthcare organizations to identify operational and financial opportunities before they impact performance. With 14+ years of healthcare operations experience serving 270+ healthcare organizations, Neolytix combines operational expertise with advanced technology to deliver measurable financial and operational outcomes.

Schedule Your Assessment

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Because every dollar counts in healthcare—especially the ones you've already earned.