

Genzeon: WISeR Prior-Authorisation Platform for CMS Medicare

AI-native prior-authorisation platform live on the CMS WISeR programme, processing 12,609 Medicare prior-authorization cases with 100% TAT compliance and sub-3-minute auto-affirmation — evidenced by operational logs.

Award standing: **Finalist**

Genzeon emerged as a Finalist in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Genzeon's submission, "WISeR Prior-Authorisation Platform for CMS Medicare", in the category of Best 'Services Eating Software'.

The challenge behind the Genzeon entry

"Prior auth isn't a workflow problem anymore. It's an architecture problem." CMS validated that thesis with WISeR — the Wasteful and Inappropriate Service Reduction Model, launched January 1, 2026. WISeR is the first time Medicare Fee-for-Service has had prior authorization at scale, and the first time the federal government chose AI as the delivery model.

Six states, six commercial participants, a three-day federal turnaround, and thirteen elective service categories each carrying hundreds of medical-necessity criteria. No traditional BPO meets that SLA at that volume, and no off-the-shelf software can be held accountable to CMS for the clinical outcome.

Genzeon Platforms is the model participant under CMS's WISeR Innovation Model for the MAC JL New Jersey jurisdiction, administered by Novitas Solutions.

What they built

Genzeon Platforms is the model participant CMS selected to run New Jersey in the WISeR Innovation Model, and operates the deployment in sovereign / on-premises mode. Live since January 1, 2026. Genzeon does not sell software into this engagement. It operates the entire delivery, AI agents and licensed clinicians together, against CMS SLAs.

The platform runs as three production layers, built around a single architectural test: a prior-authorisation platform that cannot cite the paragraph it denied on is a rule engine, not AI.

Layer 1, Provider Portal. A secure submission hub with a guided four-step flow, real-time status tracking, ADR management and peer-to-peer review, replacing the fax-and-mail intake that has historically gated Medicare.

Layer 2, Service Operations. The Genzeon-operated cockpit, with an Intake Agent for field validation, a HETS Eligibility Agent for benefit verification, a Pre-Check Dismissal Agent that filters ineligible packets before clinical review, and an AI Reasoning Cross-Check Agent for final policy verification.

Layer 3, Clinical Operations. The licensed nurse and physician cockpit, where a Decision Support System auto-answers 21+ medical-necessity questions per case, pre-cites every answer to the page and line of the clinical record, and presents a pre-scored package for clinician confirmation with a full audit trail.

Thirteen clinical use cases. More than 35 AI agents. One delivery team, where the people and the software are inseparable.

Results

- Delivered in Q1 2026 (operational logs, not benchmark estimates).
- 12,609 Medicare prior-authorization cases processed in production.
- 100% compliance with the CMS 3-day TAT mandate — zero exceptions.
- Sub-3-minute median auto-affirm decision latency.
- Clinician review time reduced from 25–45 minutes to 3–5 minutes per case, and a 40% clinical team productivity gain.
- 100% per-criterion citation coverage — the analyst test, passed by architecture on every determination.
- Zero auto-denials issued — the platform is approve-only by architecture; every non-affirmation is reviewed by a licensed clinician.
- 90% of standard cases decisioned within one day by April 2026.
- 1M+ Medicare beneficiaries covered across the MAC JL jurisdiction.

Bottom line

Genzeon's entry backs up its claims with production evidence rather than a roadmap: 12,609 Medicare prior-authorization cases cleared in a single quarter. That's the kind of evidence this category was built to reward.

Learn more about Genzeon at www.genzeon.com.

Appendix: About the Category and the Awards

Best Services Eating Software

This category tracks what HFS Research calls services codified as software: traditional, people-led services (in areas such as finance, IT operations, and back-office processing) broken down into repeatable workflows, bots, and AI agents, then repackaged as modular, platform-enabled, subscription-style offerings. Entrants are judged on how far they have moved from billing for effort toward delivering software-defined, observable outcomes..

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery – is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability – does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation – are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture – is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success – verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language – from OneOffice to Services-as-Software – helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.