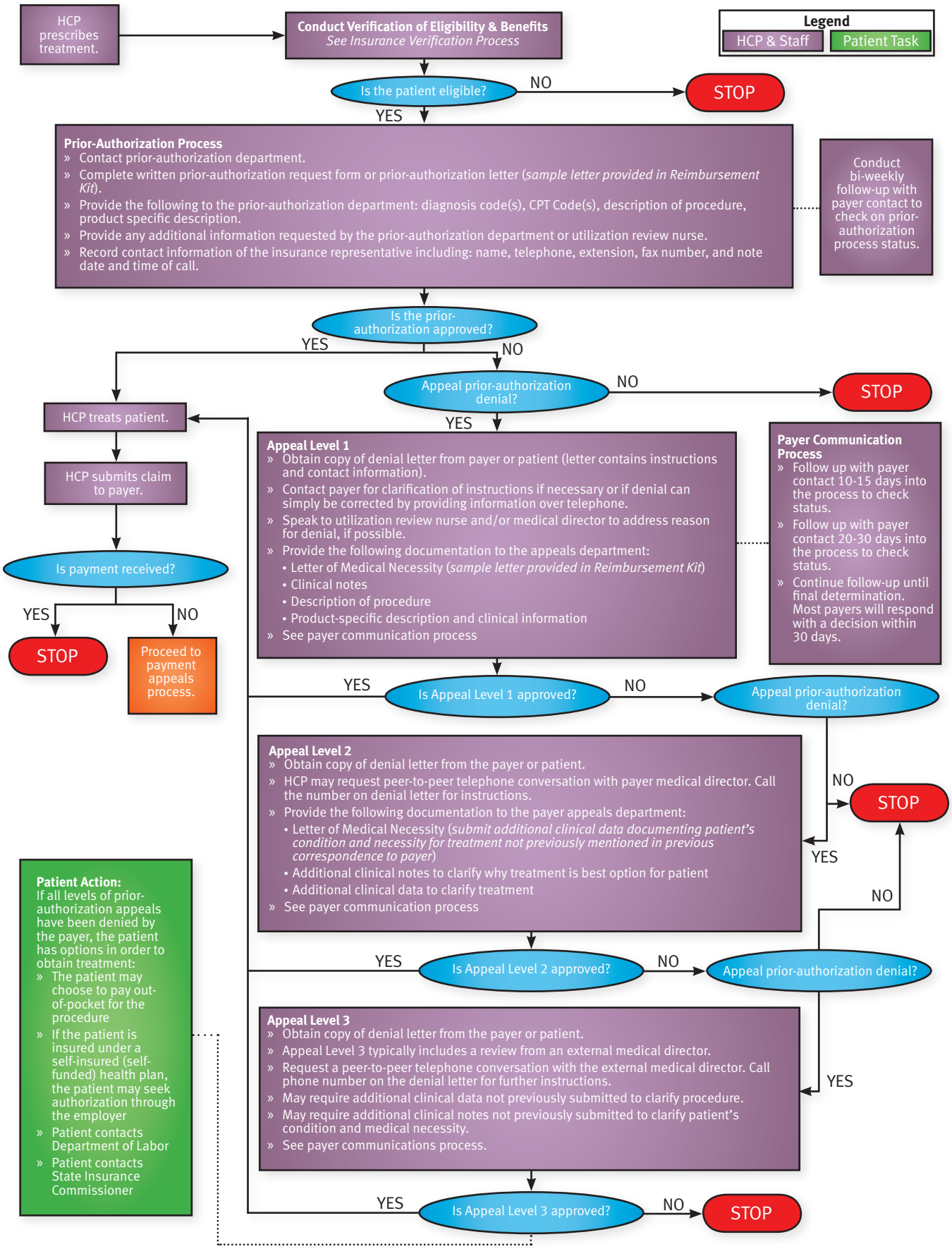Prior-Authorization Process Flowchart