

Amgen saves thousands of employee hours and speeds up patient access with Infitus



As a world leader in biotechnology, **Amgen** is focused on ensuring their therapies reach patients who need them as swiftly as possible. Delays in access aren't just logistical issues; they're barriers that can jeopardize outcomes and undermine patient trust.

That's what led them to a growing partnership with Infitus, which helped remove friction from high-stakes workflows and freed their teams to focus on the moments that matter for patients.

Key outcomes:

Patient benefits verified within 48 hours or less

Thousands of hours saved for Amgen's Patient Access and Reimbursement team in the partnership's first year

Higher benefits capture thanks to **direct digital connections to payors**



"By expediting the benefit verification process, Amgen supports faster access to information that may help patients begin their prescribed treatment."

Ravi Dave, Director of Call Center Operations, Amgen

Challenge: Leading in AI while improving patient access and operational efficiency

As an early adopter of AI, Amgen has consistently looked for safe and effective ways to apply the technology across their business. They view AI as a way to reduce manual, repetitive tasks, and allow staff to spend more time on higher-level work – a natural fit for work in the patient access realm.

With Infitus, the company recognized an opportunity to explore how agentic communications could further streamline their access workflows.

Solution: Proof of concept and integrated pilot confirms clear value, reliability

To ensure Infinitus AI agents could complement Amgen's existing automation capabilities and further streamline benefit verification needs, they elected for a proof of concept (POC) test with one of their blockbuster medications.

During the POC, Infinitus AI agents returned completed, accurate benefit verification data in an average of 8 ½ hours, a dramatic decrease in turnaround time compared to traditional industry methods. A similarly successful integrated pilot, supporting three of its flagship brands, soon followed, and Infinitus benefit verification agents were fully live shortly thereafter.

"By expediting the benefit verification process, Amgen supports faster access to information that may help patients begin their prescribed treatment," said Ravi Dave, director of call center operations at Amgen's SupportPlus Call Center.

The AI agents' work is validated by trained Amgen staff, who confirm accuracy and fairness. The AI also consistently undergoes ongoing testing to identify and mitigate any potential algorithmic bias.

Result: Faster access, more human support

In the first year of partnership, Infinitus AI agents saved the Amgen team thousands of hours by taking on benefit verification and prior authorization follow-up work.

"[Infinitus AI agents'] functionality is improving our ability to serve patients more accurately and effectively," said Todd Boyd, senior director, patient access and reimbursement, at Amgen's SupportPlus Call Center. "With each call, it becomes more accurate and efficient, demonstrating how AI can adapt to the unique complexities of healthcare."

As the partnership grows, the Amgen and Infinitus teams continue to explore additional ways to help both patients and Amgen's staff. Recently, Amgen completed a pilot of the Infinitus AI copilot FastTrack, which enables their call center employees to bypass payor IVR systems and hold times.



Save your team thousands of hours. Automate communication with payors, patients, and providers, saving your team valuable time and resources. See how healthcare companies are scaling up — without staffing up — with Infinitus.

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