

CASE STUDY

Biotech leader handles 144% benefit verification surge with Infinitus

A spike in benefit verification (BV) volume at the beginning of 2025 could have slowed operations and impacted patients at a large biotechnology company.

Instead, their access solutions team doubled down on their collaboration with Infinitus.

Key outcomes

Increased tasks

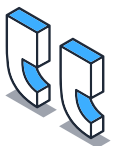
81,000 BV tasks handled by Infinitus in January and February 2025 – a **144% increase** over the same time period the previous year

High success rate

91% success rate across all brand tasks – on par with steady state rates, even in the midst of significant task increases

Unexpected volume handled

16,000 more BV tasks handled by Infinitus than originally planned – proving reliability for the access solutions team even in the face of unexpected volume fluctuations



“[We’re excited to] keep this momentum going!”

Biotech company executive

Challenge: An unexpected influx of BV tasks during blizzard

Faced with a larger than expected increase in BV volume in January and February, the access solutions team at a large biotechnology company had a choice to make: Rely on their employees to complete the BVs, outsource to longtime partner Infinitus, or send the volume to an alternate vendor.

The team knew their employees’ time could be better spent on other work. But while they have viewed Infinitus as a trustworthy partner throughout the companies’ five-year relationship, they weren’t entirely sure Infinitus could handle the additional, last-minute volume.



Solution: Relying on Infinitus as a trusted partner

Throughout the duration of the working relationship, Infinitus has eagerly accepted the biotechnology company's feedback, building trust by listening, adapting quickly, and continuing to perform validations. Because of the confidence this has instilled, the access solutions team elected to go forward with Infinitus, trusting that the team could handle the additional volume.

Of the 81,000 BV tasks handled by Infinitus during blizzard, more than 52,000 – 73% – supported an injection with a complex benefit verification process. To appropriately prioritize task volume, the access solutions team worked with Infinitus to implement two separate program IDs, solving for uncertainty around the number of tasks for the injection expected as well as allowing the work to be handled in order of urgency.

Result: Scale, accuracy, and faster-than-anticipated results

Together, the biotechnology company and Infinitus scaled quickly, maintained accuracy, and beat their own expectations – completing all tasks a week faster than expected. This meant the access solutions team could serve even more patients during blizzard, and do so more efficiently.

The 91% task success rate was equivalent to those seen during steady state periods, thanks in great part to Infinitus' knowledge graph, which contains up-to-date intelligence on commercial and government payor rules and guidelines, plus access to EDI, payor APIs, and policy documents. The knowledge graph allowed the access solutions team and Infinitus to handle the surge in benefit verifications without further tying up payor call center phone lines, by collecting 61% of the data elements digitally.

With the success of blizzard 2025, the biotechnology company already plans to send Infinitus even more blizzard tasks in 2026. As one executive at the biotech company said, "keep this momentum going!"

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