



INFINITUS SOLUTIONS FOR PAYORS

Answering the call for government and commercial payors

Infinitus automates outbound calls on behalf of healthcare providers to payors. We work with over 500 major payors – and counting – helping complete calls 30% faster and 10% more accurately than manual approaches. Our proprietary platform captures the maximum amount of data digitally before a call even starts, meaning we only call you as a last resort.



Call types we automate



Benefit verification

Receive fewer benefit verification calls so your agents can do more.

Sample data Infinitus collects:

- Plan details (e.g., deductible, out-of-pocket, plan type)
- Network status
- Drug and admin coverage
- Coordination of benefits
- Authorization requirements and status
- Specialty pharmacy
- Buy and bill access



Prior authorization

Resolve more prior authorization status inquiries in less time. After exhausting all of our digital data sources, if Infinitus needs to call a payor for the remaining prior authorization information, our technology is 30% faster and 10% more accurate than manual callers.

Sample data Infinitus collects:

- Prior authorization department contact information
- Prior authorization status
- Approval/denial details
- Appeal options

Payors like these are partnering with Infinitus to save the US healthcare system hundreds of thousands of hours annually.



Payors who work with Infitus experience:



Fewer provider calls

We utilize our experience from millions of calls, and integrate with several digital data sources such as electronic standards (270/271, 278), to collect the maximum amount of patient data possible before calling. Our AI agent calls a payor only if we're absolutely certain information can't be found elsewhere.



Reduced average handle times

If the Infitus AI agent comes calling, it will ask fewer questions than manual callers because of our access to data sources and knowledge from millions of previous calls.



Ease of integration

Infitus offers the ability to integrate directly with a payor's API to ensure we're pulling information right from the source. That means we can collect more info upfront and further reduce the need to call you.

A pleasant voice at the end of the line every time

The Infitus AI agent never has a bad day and doesn't mind staying on hold, even if it's a long wait. **Hear actual agents** sing our AI agent's praises as they answer the question, "What's it like talking to me?"

"It was wonderful talking to you, Eva. I had a great time speaking with you."

Mike, CarelonRX



"It was no different than talking to a regular person."

Justin, Blue Cross
Blue Shield



"My experience was great. You are actually like a real human."

Mary, Anthem



"I'm amazed! I never thought I'd see this happen, but I guess it's here."

Harry, Texas Health and
Human Services



"Absolutely amazing. Honestly, this call has been the best one I've had all day."

Brooke, Anthem



"It was awesome! It was my first experience with an automated machine."

David, Blue Cross
Blue Shield



Give your agents calls to look forward to.

Receive fewer calls from providers, saving your team valuable time and resources. See how healthcare is getting more efficient with Infitus.

Learn more by visiting infitus.ai or [contact us](#) to get started.



SOC 2 Type 2