

Alleviate staffing shortages and reduce time to therapy with AI

Infinitus automates phone calls to commercial and government payors and pharmacy benefits managers (PBMs) on behalf of pharmaceutical and life science companies. Our AI agent augments back-office staff by completing tasks such as benefit verification and prior authorization follow-up quickly and accurately.



Call types you can automate



Benefit verification

Automate benefit verification calls to payors and PBMs to reduce time to therapy, ensuring a smooth patient experience.

Collect data such as:

- Plan information (out of pocket, deductible, plan type)
- Cost share/coverage information
- Preferred pharmacy
- Drug administration coverage (nursing, home health)
- Claims information
- Acquisition: buy and bill
- Accumulator and maximizer information



Prior authorization

Understand which medications require prior authorization (PA) and if it is active and on file.

Collect data such as:

- Prior authorization required (yes/no)
- Not on file
- Prior authorization pending
- Approved (plus approval details)
- Denied (plus denial reason and appeal options)

Improve patient outcomes



Increase access

Verify eligibility and benefits for your products or programs on behalf of providers. Infinitus has expertise in verifying benefits with major payors for over 1,000 therapies across multiple disease states including cancer, autoimmune conditions, heart disease, and HIV, among others.



Decrease time to therapy

Deliver medications to patients as soon as possible. The Infinitus AI agent, makes calls 30% faster than manual approaches so that hold times and inadequate staffing don't get in the way of patient care.



Increase affordability

Increase patient awareness and adoption of financial assistance and copay programs. Infinitus identifies upfront which patients may require additional financial support and helps customers expedite a path to coverage to prevent treatment delays.



Gain operational efficiencies



Alleviate staffing shortages

Ensure your existing team can do more with the limited time they have. Infinitus automates your staff's most tedious payor calls and can go live in as little as 30 days, providing relief within a matter of weeks, not months.



Expand capacity

Supercharge productivity and reduce the need to plan for temporary hiring, training, and onboarding during annual reverification. Our AI agent can make an unlimited number of calls at any time of day to help customers scale up quickly.



Increase quality

Our AI agent is 10% more accurate than manual callers because Infinitus has a standardized call flow and expertise from making millions of payor calls. Unlike overstretched staff, the AI agent's sole responsibility is to collect patient information.



Boost morale

Improve employee satisfaction by eliminating the most frustrating aspects of payor calls: long hold times and changing requirements. Infinitus stays on hold as long as needed and intelligently navigates complex calls.

mercalis

"Infinitus has helped us to support 50% more patients at current staff levels by freeing up tens of thousands of hours per week. Our existing staff is able to spend more time with patients and is seeing significant productivity gains in their back-office processes. The fact that we could launch something like this in less than 30 days is an anomaly in healthcare."



Sini Abraham
Sr. VP, Client Services + Operations

cencora

"[The Infinitus AI agent] can get through calls around 30% quicker and the quality is around 10% higher than humans since there are fewer miscommunications or typos."



Jeff Buck
VP, AmerisourceBergen

Infinitus by the numbers

50%

Return on investment

30%

Faster than humans

10%

Higher data quality

98%

Call complete rate

150

Call data fields

30

Days to go live

3M+

Calls automated to date

500+

Payors supported

1000+

Therapies + procedures supported

Save your team thousands of hours

Automate routine outbound calls to payors and PBMs, saving your team valuable time and resources. See how healthcare companies are scaling up — without staffing up — with Infinitus.

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



SOC 2 Type 2

Infinitus