



SOLUTIONS FOR PHARMACEUTICAL PATIENT SUPPORT

# Alleviate staffing shortages and reduce time to therapy with voice AI



## Call anyone



### Patients

Offer an AI agent for every patient, connecting them to the right resources at the right time.



### Payors

Gather complex healthcare benefits information from commercial and government payors and pharmacy benefits managers (PBMs).



### Providers

Stay connected with providers with AI agents that collect and share the right information.

## Any way you want



### AI agents

End-to-end automation of payor, patient, and provider interactions to free your workforce from tedious tasks and connect patients and providers to the right resources at the right time.



### AI copilots

Enable your team to bypass payor IVR systems and hold times with AI-assisted phone calls that increase productivity, reduce downtime, and boost morale.

## Your trusted platform for voice AI throughout the patient journey

With **over 5 million conversations** under our belt, you can trust Infinitus with practically any call in service of the patient's journey. These are just a few of the use cases our highly configurable platform can handle, and we can launch new AI agents in as little as **4-6 weeks**.

Patient education  
Caregiver education  
Health risk assessments  
Welcome calls and answering questions  
Social determinants of health  
Appointment confirmation  
Refill reminders  
Order status  
Financial assistance options  
Medication scheduling and delivery  
Pre-shipment patient confirmation  
Pre-procedure education  
Post-procedure follow-up  
Medication adherence  
Pre-shipment patient confirmation  
Pre-procedure education

Post-procedure follow-up  
Medication adherence  
Detection of potential adverse effects  
General care navigation  
Upsell and relationship calls  
Patient satisfaction  
Provider directory confirmation  
Verification on claims details  
Request for clinical documentation  
Request for supplementation approval on pap referral  
Prior authorization reminder for submitting medication  
Provider education  
Utilization management  
Benefits investigation

Benefits verification  
Benefits reverification  
Prior authorization status  
Prior authorization appeals status  
Bridge eligibility status  
Formulary exception status  
Insurance discovery  
Medicare Part B  
Provider network status with payors  
Claims  
Claims follow up on co-pay status  
Eclaims  
Ebv  
Epa  
Income verification  
Copoly and financial assistance

6+

Years building healthcare AI

44%

Of the Fortune 50 supported

5M+

Calls automated

100M+

Minutes of conversation automated

30

Minutes saved per touchpoint on average



## Improve patient outcomes



### Increase access

Verify eligibility and benefits for your products or programs and improve communication with patients and providers to reduce obstacles that hinder access and adherence.



### Decrease time to therapy

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 and patients access therapy as soon as possible.



### Increase affordability

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



"We can now send individual or bulk requests through API to make sure we get those pharmacy benefits verifications directly in the flow of work. This is fantastic, thanks to our great new **partnership with Infinitus.**"



**Gordon Friesen**  
GM, Pharma Strategy and Solutions at Salesforce



"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 seeing **significant productivity gains**. 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



"[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, Cencora (formerly AmerisourceBergen)

## Gain operational efficiencies



### Reduce staff burden

Automate routine calls that take away time from meaningful care. Go live in as little as 30 days, providing relief within a matter of weeks, not months.



### Expand capacity

Reduce the need for temporary hiring, training, and onboarding especially during annual reverification. Make an unlimited number of calls 24/7 to 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 calls.



### Boost morale

Eliminate the most frustrating aspects of payor calls: long hold times and changing requirements. Our AI agents stay up-to-date and don't mind the wait.

## Save your team thousands of hours

Automate routine outbound calls to patients, payors, and providers, 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](https://infinitus.ai) or [contact us](#) to get started.



SOC 2 Type 2

