

Alleviate staffing shortages and reduce call backlogs with AI

Infinitus automates phone calls to commercial and government payors and pharmacies. Our AI agent augments specialty pharmacy staff by completing tedious tasks such as benefit verification, prior authorization follow-up, and prescription support, quickly and accurately.



Call types you can automate



Benefit verification

Automate benefit verification calls to major medical to quickly confirm coverage, ensuring a smooth patient experience.

Collect data such as:

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



Prior authorization

Reduce the time it takes to confirm prior authorization (PA) status and approval, and decrease time to therapy. Infinitus gathers PA status information according to the pharmacy's business rules to ensure patients can fill their prescription as soon as possible.

Collect data such as:

- Prior authorization not on file
- Prior authorization pending
- Approved (plus approval details such as start date, end date, and approval number)
- Denied (plus denial reason and appeal options)



Prescription support

Understaffed pharmacies can't afford for their administrative staff and pharmacists to be tied up on the phone. Automate prescription transfer from one pharmacy to another and apply patient savings information.

Collect data such as:

- Confirm request received
- Transfer status (successful/unsuccessful)
- Patient savings card status (on file/not on file)
- Patient savings card eligibility and application confirmation

Improve patient outcomes



Increase access

Eliminate the need for staff to keep up with changing payor rules and allow them to spend more time with patients. Infinitus has expertise in over 1,000 therapies, supports more than 500 major payors, and learns from each call to ensure our technology stays up to date on payor requirements.



Decrease time to therapy

Deliver medications to patients as soon as possible. The Infinitus AI agent provides data outputs in real time 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 specialty pharmacies 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. The Infinitus 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 over one million payor calls. Unlike overstretched staff, who have many duties in addition to payor calls, it is the AI agent's sole responsibility 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.

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 and 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