

Infinitus

Voice AI platform that automates complex, time-consuming administrative and clinical phone calls for healthcare organizations.

<https://example.com/1762583716458>

Overview

Infinitus is an agentic AI platform purpose-built for the healthcare industry to automate high-volume, repetitive phone-based workflows, saving the US healthcare system hundreds of thousands of hours annually. The platform utilizes AI agents, like the digital assistant **Eva**, and AI copilots, such as **FastTrack™**, to communicate with payors, pharmacy benefit managers (PBMs), patients, and providers.

Key Benefits

Cost Reduction & Efficiency: Automates tasks like benefit verification and prior authorization follow-up, freeing up staff to focus on complex cases and patient care, leading to a typical 50% ROI.

Speed & Accuracy: AI agents can complete calls quicker and with higher data accuracy (up to 10% greater) than manual processes, accelerating time to therapy for patients.

Scale: The platform is designed for enterprise scale, having automated over 100 million minutes of conversation and supporting over 125,000 providers.

Main Features and Capabilities

Automated Benefit Verification (BV): AI agents call payors and PBMs to quickly confirm coverage, deductibles, plan types, and cost-share information.

Prior Authorization (PA) Follow-up: Automatically checks the status of prior authorizations to reduce friction and delays in treatment.

Direct-to-Patient (DTP) Programs: Orchestrates seamless patient engagement, including prescription support, affordability information, and ongoing patient education.

FastTrack™ AI Copilot: An enterprise-ready copilot that allows human staff to bypass payor IVR systems and hold times, shortening call times and boosting productivity.

Payor Intelligence: The AI draws from a vast knowledge graph of payor intelligence gathered from millions of calls to navigate complex systems effectively.

Target Users and Use Cases

Infinitus targets large healthcare enterprises, including health systems, pharmaceutical manufacturers (44% of the Fortune 50), biotech companies, and specialty pharmacies, to streamline patient access and revenue cycle management workflows.

Key Features

- Automated Benefit Verification (BV)
- Automated Prior Authorization (PA) Follow-up
- AI Copilot (FastTrack™)
- Direct-to-Patient (DTP) Programs
- Payor IVR Navigation
- Human-in-the-Loop Guardrails
- Conversational Intelligence

Pricing

Model: enterprise

Pricing is custom and based on the scope of enterprise deployment, volume of calls, and specific workflows automated. Contact sales for a quote.

Target Company Size: enterprise

Integrations

Salesforce, IBM Consulting (Partner), API Integration

Compliance & Certifications

HIPAA, SOC 2 Type 2

This document was generated by IntuitionLabs.ai with the assistance of AI. While we strive for accuracy, please verify critical information independently.