



Ushur™ and Health Plans

Improving Member Engagement with Appointment Reminder Automation

LIFE & ACCIDENT

✓ HEALTHCARE

PROPERTY & CASUALTY

CHALLENGE

Missed appointments are inefficient and costly, resulting in delayed care, compounding comorbidities, and more expensive treatments. Health plans want to help their members keep their medical appointments and reduce the instances of no-shows, which ultimately keeps their members healthier.

SOLUTION

Ushur's conversational AI platform automates the appointment process and enhances member engagement. Using text or email, members easily opt-in for appointment reminders. They can seamlessly reschedule appointments when necessary and quickly interact with member services representatives from their phone, tablet or computer, which leads to a streamlined experience. Our solution fully integrates with health plans' existing Customer Relationship Management Systems and Electronic Health Record (EHR) systems, allowing for effective communication and coordination of care along the healthcare journey through a single platform.

RESULTS

Ushur™ reduces appointment no-shows, simplifies member communication, improves efficiencies and leads to a healthier population.



People of all ages prefer using their smartphones:

81% of Americans ages 60-69 and **62%** of Americans ages 80+ own a smartphone.

97% of Americans use text messaging, including **95%** of seniors ages 65+ who send text messages weekly.

TEXT MESSAGES WORK:



90% of text messages are read within 3 minutes.

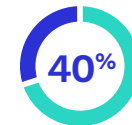


38% reduction in patient no-shows when using SMS-based appointment reminders.



35% of Medicare Advantage members preferred rescheduling their appointments online and avoiding a call to Member Services.

USHUR'S SOLUTION IN ACTION:



40% improvement in appointment attendance for Medicare Advantage members using Ushur's VCA.



Secure
interface ensures HIPAA compliance



60-day
proof of concept



No-code
SaaS solution requiring almost no IT support



Cut Costs
Improve Member Experience

For more information on how Ushur™ is helping insurance carriers, please go to ushur.com >