



Ushur and Health Plans

Reducing Cost by Automating Appeals and Grievance Processes

LIFE & ACCIDENT

✓ HEALTHCARE

PROPERTY & CASUALTY

CHALLENGE

The appeals and grievance processes are burdensome and costly, regardless of the results. Payers are overwhelmed trying to rely on archaic, manual workflows to manage a high volume of appeals and grievances while also adhering to regulatory requirements. Meanwhile, members are frustrated when they don't receive timely status updates and a swift resolution.

SOLUTION

Ushur's conversational AI technology automates the appeals and grievance process, from data intake to resolution. Ushur's SmartMail intelligent email automation software allows you to dramatically shorten your email processing times by triaging member communication, accurately classifying the member information, and automating email responses. Our AI engine understands the intent and context of healthcare terminology, which eliminates inefficient employee interactions and centralizing disparate data in a secure, user-friendly platform. If your members prefer text message updates instead, our solution allows you to securely communicate real-time status updates via SMS. Together, these solutions automate the otherwise time-consuming, back-and-forth communication with your members throughout the appeals and grievance process.

RESULTS

Ushur eliminates inefficient processes, saves employees time, and reduces regulatory risk, all while cutting your operating costs. Members benefit through enhanced communication, which increases their overall satisfaction and gives them greater confidence in their health plan.

USHUR'S SOLUTION IN ACTION



Secure
interface ensures HIPAA compliance



24/7
answers to member questions



No-code
SaaS solution requiring almost no IT support



Cut Costs
Improve Member Experience



60-day
proof of concept

First platform to combine conversational AI and process automation to transform customer journeys.



70% of consumers prefer self-service digital channels.



30% reduction in inbound calls.

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