Ushur™ and Healthcare Plans

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Reducing Cost by Automating Prior Authorization Communication

LIFE & ACCIDENT

✓ **HEALTHCARE**

PROPERTY & CASUALTY

CHALLENGE

Prior authorizations are an important tool, yet this time-consuming process often leaves your members in limbo and leads to increased amounts of inbound calls to your member services representatives. Healthcare plans are looking for ways to increase trust and satisfaction among members, while gaining workflow efficiencies to recuperate operational costs.

SOLUTION

Ushur™ provides conversational AI that proactively manages communication with your members to streamline the prior authorization process. Using your member's digital channel of choice, SMS or email, you can securely send them status updates in real time. Our AI engine understands the intent and context of healthcare terminology and integrates instantly with existing systems to automatically respond to and resolve prior authorization questions from members. Whether a prior authorization is approved, rejected or denied, members can continue interacting with our platform to seamlessly transition into the next steps of their healthcare journey.

RESULTS

Ushur™ reduces the strain on your member services representatives, improves your business continuity and reduces your operating costs. Not to mention, it provides a better experience for your members.
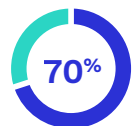
FIRST PLATFORM
to combine conversational AI and process automation to transform customer journeys.

Cut Costs
Improve Member Experience

No-code
SaaS solution requiring almost no IT support

60-day
proof of concept

Secure
interface ensures HIPAA compliance

24/7
answers to member prior authorization questions

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 ›