ushur
Make your work flow™

Customer Experience Automation™ for Healthcare

Elevate every single customer interaction into a transformative experience. Conversational AI and machine learning streamline complex processes, improving member, patient and employee experience, operational efficiency, and engagement.

Sales & Enrollment

- Renewal reminders
- Age-In notifications
- Open enrollment announcements
- Open enrollment alert opt-in
- Data intake for file-based enrollment
- Benefits education
- Benefits selection decision support
- Appointment scheduling
- Schedule call with agent or broker

Member Service

- Digital registration & onboarding
- Dependent verification
- Health risk assessments
- Program education & selection
- Qualifying life event plan updates
- Beneficiary changes
- Digital ID cards
- Check FSA/HSA balance
- Schedule call with member services

Agent/Broker
Pharmacy
Customer Member
Telemedicine
Provider Network
Doctor

Claims

- Rx refills & renewals
- Member inquiries
- Proactive status alerts & tracking
- Cost transparency
- Coordination of benefits processing
- Grievance handling & appeals
- Payments
- Schedule call with claims specialist

Providers & Care

- PCP selection & changes
- In-network steerage
- Telemedicine access
- Emergency room diversion
- Post-Discharge engagement
- Preventative care education
- Rx refill & medication adherence reminders
- Prior authorization alerts
- Appointment reminders
- Schedule call with provider office

Route

Scan

Classify

Integrate

Email
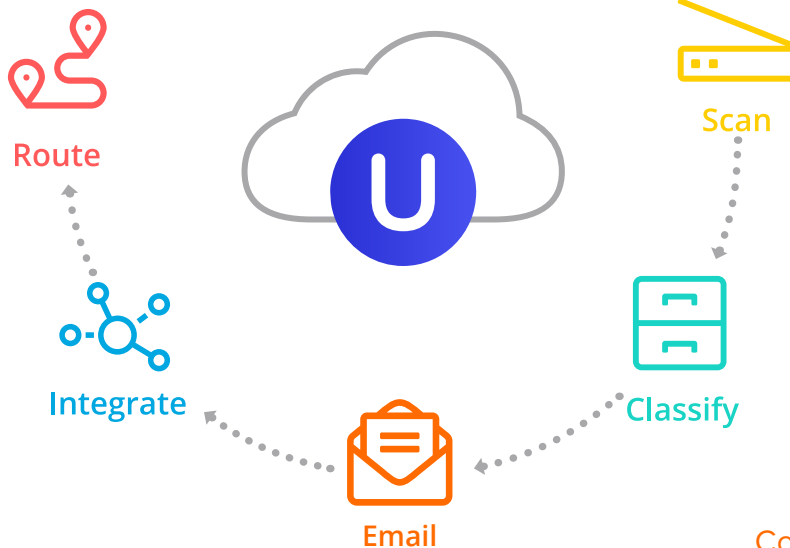
Invisible App™

Deliver dynamic functionalities like location services, scheduling, and image uploading via a fully branded, secure app-like interface—no need for your customers to download an app or your developers to build one.

SmartMail

Automatically process, classify, and route thousands of incoming emails in just a few seconds. Respond to and resolve issues rapidly and eliminate the countless hours and manpower wasted by manual organization and document review.

Conversational Apps

Support your customers 24/7 with automated two-way texting powered by conversational AI. Handle both inbound and outbound requests and both simple and complicated service interactions with an industry savvy bot.

Invisible Portal

Aggregate self service for your brokers, providers, and other businesses you interact with via a customized single pane portal-like interface. From address updates, to census and other file uploads, to sending and verifying patient information - collect each experience in a HIPAA secure interface without having to build or modify a traditional portal.

How Ushur Can Transform Your Customer Experience.

Challenges:

✗ Slow response both to and from customers

✗ High touch to receive and request information

✗ Expensive live channels

✗ Staffing challenges

How we help:

✔ Automated inbound/outbound communications

✔ Instant, 24/7 self-service

✔ AI-powered omnichannel digital engagement

Interested in learning more about Customer Experience Automation™ for Healthcare?

Schedule a demo today at ushur.com

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