

Digital Agents for Payers: Member Portal Agent

Enabling pre-built content and workflows with AI agents



The Member Portal Agent, powered by Agentforce and AmpliFires, streamlines member interactions by providing quick access to crucial information such as coverage benefits, claims status, and care pre-authorizations. Leveraging pre-built content and workflows, the Member Portal Agent promises 20-40% cost and timeline savings, enhancing the overall member experience.



Member Portal Agent & Member Service Rep

Coverage Benefits

Quickly answer any question a member has about their plan, such as the annual deductible, out of pocket max, or the cost to see their primary care physician. Use CMS integration to provide plan specific coverage details.

Benefit Deep Dive

Leverage retrieval augmented generation to parse through a member's detail coverage information stored in unstructured data, such as a Summary of Benefits and Coverage PDF file, to answer detailed questions member's have about their coverage.

Prescription Drug Coverage Verification

Using the member's plan number, connect with external systems to verify if specific prescription drugs (or their generic equivalents) are covered under a member's plan.

Claims

Easily search and retrieve a member's claim records and summarize the data within them, so members understand what portions of their claim are paid by the health plan and what their expected bill will be.

Care Pre-authorizations

Confirm that scheduled procedures submitted by a member's care provider have been approved and the member will not get unexpected bills during the course of care.

Benefits

- Reduced administrative load on care teams
- Intelligent scheduling and workflow automation
- Increased patient satisfaction with faster response times
- Expanded access for patients in remote or underserved areas
- Greater focus on more complex and high-value patient interactions

Learn more at argano.com

Contact us today at info@argano.com to learn more.

