HLS Digital Labor

Enabling pre-built content and workflows with AI agents

HLS Digital Labor, built on Agentforce and AmpliFires, streamlines processes across various portals, including Member, Provider, and Broker portals. It offers features like eligibility lookup, claim status tracking, and commission visibility, promising 20-40% cost and timeline savings through pre-built content and workflows.

Member Portal
- Reduced call volume and improved portal engagement
- Eligibility and benefit lookup
- Real-time formulary checks
- Plan-year deductible tracking
- Live agent handoff with full context

Member Contact Center
- Embedded in agent console
- Built on structured AmpliFire data for accuracy
- Reduced average handle time
- Improved first call resolution
- Increased scalability during open enrollment and high-volume periods

Provider Contact Center/Portal
- Decreased provider call center burden
- Improved network satisfaction and retention
- Member eligibility and benefit verification
- Claim status and authorization lookup
- Referral requirements

Broker Portal & Sales Automation
- Improved broker satisfaction and retention
- Eased service team workload during open enrollment
- Group and quoting plan comparison
- Real-time group application status
- Enhanced commission visibility

Learn more at argano.com

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