

Inbox Assistant

24/7 Patient Billing Support, Powered by AI

Inbox Health's AI assistant responds to patient questions in seconds, freeing up staff to focus on patient care, intricate inquiries, revenue-driving tasks, and complex insurance claims. Our solution is **white labeled** for your organization and is **fully customizable** down to voice, tone, behavior, operating hours, and **unique scenarios** for your practice area and billing processes.

100%

100% of patient questions answered in seconds

73%

73% of inquiries resolved without interrupting your staff

95%

95% patient satisfaction

24/7

24/7 text, email, live chat, and phone support

60+

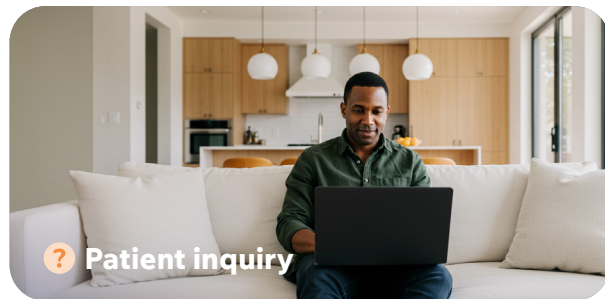
Patient billing support available in 60 languages

**Offer 24/7 support the way patients want it.**

Patients access around-the-clock support with an AI assistant available on nights, weekends, and holidays.

**Respond instantly to patient inquiries.**

An AI-powered agent responds instantly and analyzes the inquiry to determine the best mode of support.



Patient inquiry

**AI assistant response**

Sends statements



Responds to inquiries related to statement balance and date of service



Confirms patient's contact information and verifies date of birth



Assists patients with how and where to make a payment



Escalates to live agent when patient asks or when question is beyond capabilities



Your Team



Utilizes information collected by AI agent to efficiently support patient



Clarifies any billing confusion



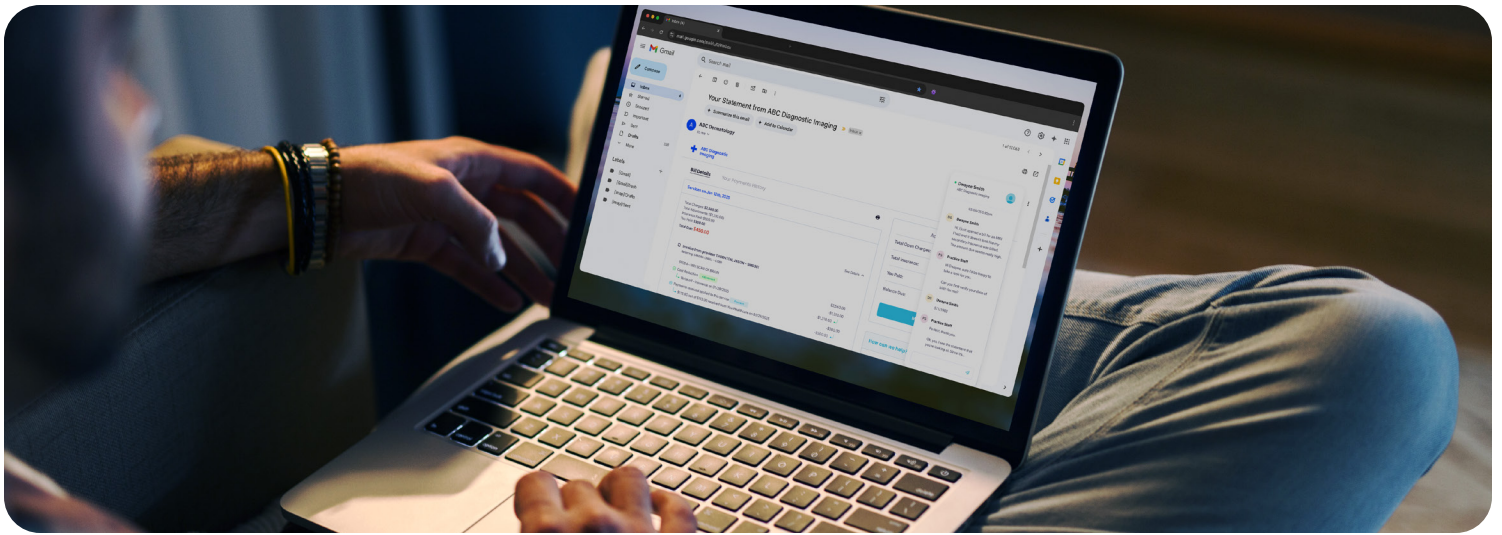
Manages disputes



Communicates complex insurance information



Shares additional service details



Seamless Escalation. When escalation to a human agent is required, your staff is notified immediately, empowered with relevant details related to the patient.

Reclaim time in your day. Refocus your staff's time with confidence that billing-related patient inquiries are handled efficiently.

AI-Enabled Patient Billing Support Channels:

Live Chat

Text

Email

Phone*

* Phone coming soon

“Any worry or fear about quality using AI or non-human intervention was quickly dispelled. A 90% success rate with 100% superior and satisfactory sentiment is hard to argue with. We’re doing more, with less, with excellence.”



John Gwin, CEO
The Auctus Group

Common questions Inbox Health's AI assistant answers:

- “What is this charge for?”
- “Why didn't my insurance cover this?”
- “Can I split this into monthly payments?”
- “I already paid – why am I getting another bill?”

AI assistant Specifications:

- AI assistant is **fully integrated** into your patient billing processes and follows existing rules and specifications, including payment plan minimums and limits on how often a paper bill is sent.
- 100% of actions and conversations are **auditable and visible** within the application.
- The AI assistant **never trains** on your data.

Questions? Contact us:

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HIPAA Compliant

inboxhealth

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