

iCareONE™ is an AI-powered platform unifying patient registration, scheduling, eligibility verification, and prior authorization with self-service intake and contact center automation—improving patient experience while reducing administrative costs.

### Key Features:



#### AI-Driven Smart Scheduling

Optimizes provider, facility, and slot selection



#### Automated Prior Authorization

Accelerates payer approvals using AI automation



#### Real-Time Eligibility Verification

Confirms insurance coverage instantly pre-visit



#### AI-Powered Contact Center

Inbound and outbound calls, SMS, email, automated reminders



#### Patient Registration & Intake

Streamlined onboarding with intelligent form automation



#### Multi-EHR Integration

Connects seamlessly across EHR and PM systems

### Benefits:

- 01 Enhance Patient Experience**
  - AI scheduling improves convenience and transparency
  - AI-driven intelligent contact center deepens patient trust and engagement
- 02 Accelerate Revenue Cycle**
  - Automated pre-auth minimizes denials and delays
  - Clean claims accelerate reimbursement timelines
- 03 Boost Operational Efficiency**
  - Automation reduces 25% of manual workload
  - AI routing shortens call times and queues
- 04 Reduce Costs & Staffing Burden**
  - Intelligent workflows lower training requirements
  - Unified operations cut redundant manual work
- 05 Increase Patient Retention**
  - Smart reminders reduce no-shows by 20%
  - Personalized engagement increases patient loyalty

### Real Results\*

**25%+** Higher Front-Office Efficiency

**20%+** Reduction in No-Shows

**30%** Faster Scheduling Turnaround

**25%** Lower Administrative Costs

\*Results may vary

Redefine patient access with iCareONE™ — where smarter automation meets connected care.

