

REGAL

VOICE AI AGENTS FOR HEALTHCARE

Convert inbound demand while delivering efficient, patient-first support.

TRUSTED BY
HEALTHCARE LEADERS



Parsley Health



SUPPORT THAT SCALES WITH PATIENT DEMAND

eHealth

The Problem: For eHealth, surge hiring during Annual Enrollment Period (AEP) was time-consuming, and still resulted in long wait times and missed calls during peak hours and after business hours.

eHealth scaled alongside these surges, with an agentic workflow that screened and qualified inbound calls before transferring to advisors.

HEALTHCARE USE CASES

 Book Appointments

 Verify Insurance

 Collect Co-pays

 Process Claims
 Inquiries

 Send Appointment Reminders

 Answer Patient Questions

THE REGAL SOLUTION



Scaled to peak annual enrollment volume using Voice AI within a defined call workflow



Delivered faster beneficiary experiences through agentic workflow configured to match real-world call patterns



Built compliance into every call with deterministic scripting, auditable logging, and full conversational records

DRIVING OUTCOMES

100%

Answer rate, removing wait times

77%

"Exceptional" rating on after-hours calls

27%

Increase in purchase interest among after-hours callers

"With Regal AI, we've made the enrollment experience for Medicare Advantage beneficiaries **faster and simpler.**"



KETAN BABARIA
Chief Digital and AI Officer

[Request a Demo](#)

[See how you can use AI Agents for Healthcare](#) 