



A California Health Plan Automates Provider Support with Ushur's AI Agent

Challenge

A large California Medicaid and Medicare health plan faced growing strain in its provider service center. Providers constantly called to verify member benefits, check claims, and manage credentialing or directory updates—creating long hold times, rising costs, and provider and member frustration.

Solution

The plan implemented **Ushur's AI Agent for Provider Service**, integrated directly into its provider portal. The AI Agent delivers 24x7 conversational self-service for the inquiries that drive the majority of provider calls:

- **Benefits Verification** – Instant answers on coverage, authorizations, and contract-specific requirements.
- **Claims Status & Documentation** – Real-time claim tracking and guidance for missing documentation.
- **Credentialing & Network Management** – Automated onboarding, directory updates, and compliance checks.
- **Administrative Requests** – Immediate responses to routine questions such as payer IDs or fax numbers.

Results

- ↩ **Significant call deflection** across benefits, claims, and credentialing requests.
- ↘ **Reduced cost-to-serve** for high-volume provider inquiries.
- 🕒 **Faster turnaround** for claims and onboarding.
- 🗣️ **Higher provider satisfaction** through instant, accurate, always-available support.

Impact

By automating the most common provider interactions, the health plan cut administrative effort, improved service consistency, and enabled smoother care delivery—all while strengthening its payer-provider relationships.