Janie

Premium virtual assistants for healthcare

Managing and staffing the back office is getting more and more difficult

- Costs & overhead are going up

- Turnover is increasing

- Patients are demanding more

Practices are realizing *significant* results

$40K+

Avg. savings per practice

50%+

Likely cost reduction

150+

Groups & practices served

Janie

Meet Janie – virtual assistants done right

Janie agents manage office workflows across the front and back office

Scheduler

Patient scheduling & confirmations, phone triage, patient recall

- ✓ Dedicated scheduler agent
- ✓ Reduce missed calls and increase bookings
- ✓ Reconnect with past patients & fill your schedule
- ✓ Scale your scheduling as your practice grows

Verifier

Insurance verification, benefit checks, and prior-authorizations

- ✓ Eliminate manual insurance checks
- ✓ Reduce denials & write-offs
- ✓ Receive accurate breakdowns every time
- ✓ Integrate with your existing systems

Biller

Payment posting, managing claims & denials, coding

- ✓ Accelerate your cash flow
- ✓ Minimize denials & write-offs
- ✓ Reduce overhead with cost-effecting billers
- ✓ Dedicated, ICD-10 trained agents

Scribe

Live-charting, coding, and post-visit documentation

- ✓ Custom-tailored notes matching your style
- ✓ Eliminate after-hours charting
- ✓ Improve billing accuracy
- ✓ Seamlessly integrate with your existing EHR

Janie

Janie agent example #1

Elisa

4 years

Honduras

US Hours

Full-time

Fluent in English

Education

2022

National University of Honduras – Medical School

Doctor of Medicine

2018

National University of Honduras

Bachelor in Physiology

Work Experience

2024-2025

Janie – Scheduling & Verification Team

Janie Agent

Dedicated agent for optometry & ophthalmology group; coordinating patient scheduling, appointment setting, and basic phone triage, managing insurance verification and prior-authorization processes

2021-2024

Remote Patient Monitoring Firm (Texas)

Remote Healthcare VA

Patient care coordination (scheduling and appointment setting), document management, patient alert and alarm monitoring, provider coordination during alerts

Janie

Janie agent example #2

Cornel

6 years

Philippines

US Hours

Full-time

Fluent in English

Education

2018

Cagayan State University – Medical School

Doctor of Medicine & Surgery

Work Experience

2024-2025

Janie – Scribing & Billing Team

Janie Agent

Dedicated agent for pain management clinic; handling real-time documentation and charting, post-visit follow up, supporting internal team on payment posting, coding, and managing denials

2021-2024

OnePeak Medical

Remote Healthcare VA

Responsible for managing patient intake and medical histories, provider referrals, lab orders, prescriptions, new and returning patient scheduling, and addressing patient's medical inquiries

Janie

Janie differentiators vs standard agency

Janie is a higher touch, premium offering compared to VA agencies

Janie offering	VA agencies	Description
Premium talent	X	Bilingual VAs with US healthcare expertise and tailored training, ensuring onboarding is quick and smooth.
Performance tracking	X	Agent activity is monitored and logged inside the Janie platform, with weekly KPI reports sent to client manager.
Security & compliance	X	Industry leading compliance standards managed by Janie team; signed BAAs with all clients.
White-glove support	X	Each client is assigned a dedicated account manager to provide ongoing weekly and monthly support.
Flex team	X	Backup, flex agent coverage available when your dedicated agent team is out.

Janie

Pricing that works for every practice

Self-managed Plan

$1800 monthly
~$10.50 per hour

- ☑ FT dedicated assistant (full-time capacity, 40 hrs/wk)
- ☑ Dedicated onboarding and customer support
- ☑ Managed payroll & benefits
- ☑ Access to performance monitoring platform
- ☑ Month-to-month agreement, cancel anytime
- ☑ **Security & compliance managed by the practice
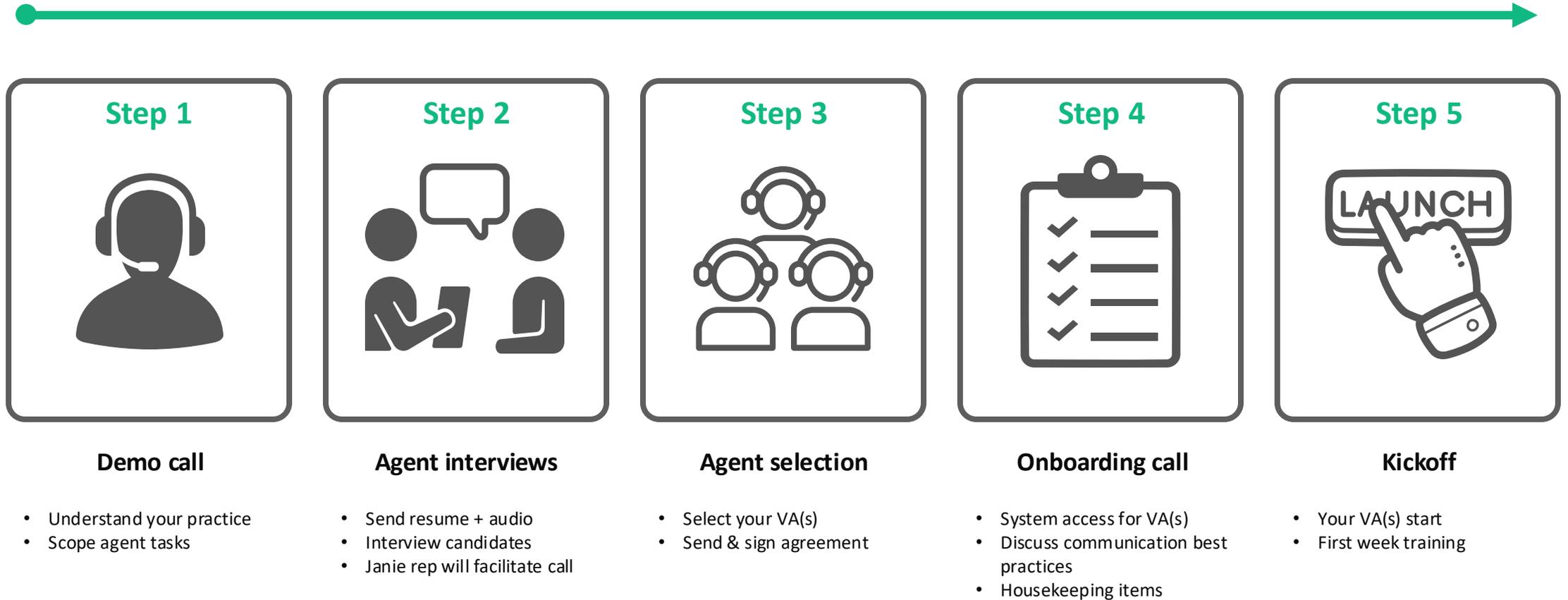
Janie-managed Plan

$2100 monthly
~$12 per hour

*80% of clients select Janie managed

- ☑ **Everything in Self-Managed plus:**
- ☑ Managed security & compliance (BAA, devices, data security)
- ☑ Managed agent performance & monitoring
- ☑ Flex team coverage
- ☑ Concierge support from dedicated CSM

Janie

Onboard with Janie in under 2 weeks

Process takes 1-2 weeks

Step 1	Step 2	Step 3	Step 4	Step 5
Demo call	**Agent interviews**	**Agent selection**	**Onboarding call**	**Kickoff**

Step 1 — Demo call
- Understand your practice
- Scope agent tasks

Step 2 — Agent interviews
- Send resume + audio
- Interview candidates
- Janie rep will facilitate call

Step 3 — Agent selection
- Select your VA(s)
- Send & sign agreement

Step 4 — Onboarding call
- System access for VA(s)
- Discuss communication best practices
- Housekeeping items

Step 5 — Kickoff
- Your VA(s) start
- First week training

Janie

Final questions

1 Which EHR or PMS does your office use?

2 Which VOIP system does your office use?

3 What schedule would you like your VA to follow?

4 Who is the best POC for billing?

Janie

Thank you.

Visit Janie.ai for more information.

Cost comparison: Janie vs local hire

Standard front desk staff	
Hourly wage	$22 ($46K / year)
Social Security	$2,800
Taxes	$1,350
Disability	$600
Retirement	$4,500
Health insurance	$6,435
Total est. yearly cost	**$64,685**

Janie VA	
Janie VA	$2,100
N/A	$0
N/A	$0
N/A	$0
N/A	$0
N/A	$0
Total est. yearly cost	**$25,200**

Est. yearly savings of ~$40,000 (60%) per VA

Janie