

# Eliminating Manual Payer Phone Calls with Adonis AI Agents

## Meet the Client

The client is **one of the nation's largest emergency medicine providers**. Optum VA (Veterans Affairs) claims require an authorization number to be included with each submission, adding time-consuming and manual steps that leads to increased overhead costs, errors, and delays. Adonis partnered with the client to deploy AI Agents, streamlining the process to **reduce administrative burden, minimize errors, and accelerate claim submissions**.

## The Challenge

- To retrieve authorization numbers, the RCM team had to call the VA and manually enter the information into their practice management system before submitting the claim.
- Alternatively, they could let the claim be denied for a missing authorization number and reprocess it later, resulting in delays and added administrative burden.

## The Solution

- ✓ **AI-Powered VA Calls:** Adonis Voice AI Agents handled authorization number retrieval without manual intervention.
- ✓ **Automated Data Entry:** Automatically record relevant information, improving efficiency and minimizing human error
- ✓ **Optimized Workforce Productivity:** Freed up employee bandwidth, allowing staff to focus on high-impact projects that require human expertise

Adonis Voice AI Agents enabled the client's team to achieve:

90%

issue resolution rate

1000+

FTE hours saved per month