

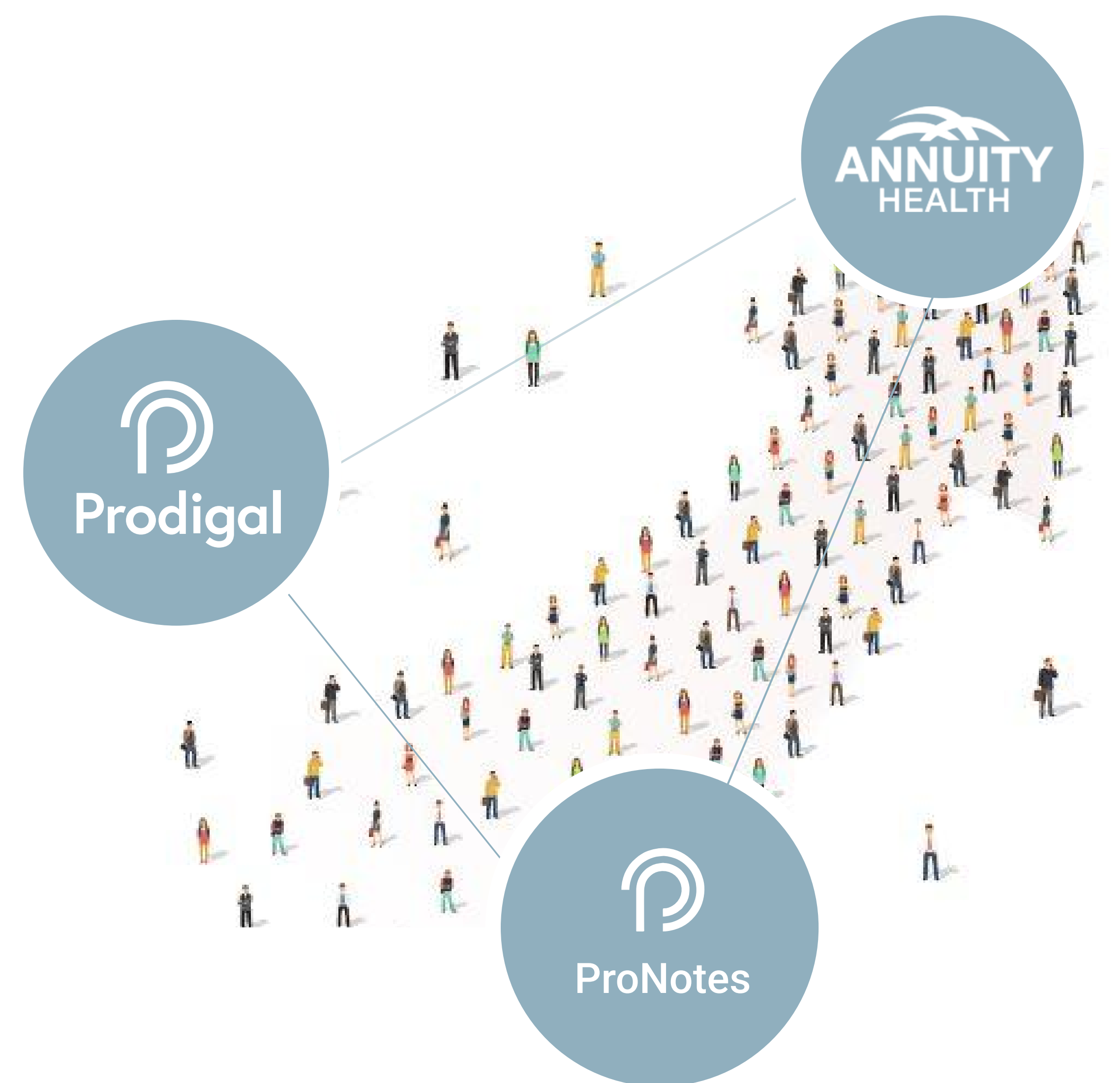
Case study

# Increased revenue without the cost of increased headcount

Annuity Health offers cutting-edge expertise in healthcare receivables management. Their technology-driven approach supports providers by driving increased recoveries and boosting their bottom line.

Annuity's focus on healthcare and their commitment to excellence set them apart, but their forward-thinking approach offers their customers and patients an even greater advantage.

Led by CEO Tim McCarthy, Annuity's commitment to innovate in order to improve patient experience and deliver results for customers yields improved outcomes for everyone.



**39%** More calls per day

**23%** Decrease in wrap time

**\$1M+** Annual cost savings

"Prodigal made our Annuity One platform that much more powerful. Prodigal innovates with us and their technology is so accurate that we can customize it to fit our needs."



Tim McCarthy, CEO



## The background

### Innovation to stay ahead

Annuity knows the key in healthcare is providing a stellar patient experience.

Though they were already leading the industry on that front, they came to Prodigal looking for a solution to help them continue to improve.

ProInsight gave Annuity the information they needed. Designed for financial conversations just like the ones Annuity has with patients, ProInsight automatically reviews every single call for compliance and QA.

It allowed Annuity to increase QA productivity 2x.

## The opportunity

### A new way to improve

Annuity was so impressed with ProInsight, they wanted to see how else Prodigal's purpose-built AI could support their pioneering Annuity One platform.

ProNotes uses the same AI as ProInsight, trained on over 400 million consumer finance conversations including healthcare RCM.

ProNotes automatically generates complete and clear after-call notes, freeing agents to focus fully on connecting with patients.

While ProNotes came pre-trained, Annuity and Prodigal worked together to refine the notes until both teams were satisfied.

## The results

### More revenue without the cost

By using ProNotes, Annuity has reinforced their industry-leading status and kept patient experience and results high.

They decreased wrap time by 23% and lowered agent talk time. This allowed them to complete 39% more calls each day.

Matching that increase in productivity with staffing would require hiring 19 additional employees - an annual outlay of more than \$1 million the company does not need to incur now.

Annuity Health's commitment to innovation literally pays off in the benefits they can deliver to patients, customers, and their bottom line.