

Prodigal for healthcare

Move empathy to the top.

Prodigal's AI-powered workflow automation solutions, built to accurately analyze financial conversations, help create a more effective call center that achieves higher payment rates without sacrificing patient satisfaction.

35%



in agent productivity

93%



in QA cost efficiency

28%



in capital efficiency



Exceed patient expectations.

Patients expect easy financial processes. If they are dissatisfied, they'll leave negative reviews or switch providers. Making sure financial representatives are both empathetic and efficient on every call is vital to patient satisfaction - and positive revenue results.



Accommodate lean teams.

Labor shortages are happening everywhere, but they've hit every part of healthcare hard - including patient customer service agents. You need smart ways to work with a reduced staff and support their effectiveness.



Economic pressures.

Healthcare faces reduced revenue and shrinking margins. Coupled with an increased risk of delinquencies and defaults that require human intervention, that puts revenue cycle management at risk. Technology that improves representatives' productivity without raising payroll is a creative solution to financial pressure.



"Using Prodigal, we've seen a jump in payments, and up to a 25% increase in other critical agent effectiveness areas, like compliance scores, rebuttals, and objections. Our customers are the heart of our operations. Prodigal lets us keep that commitment by helping our agents be more empathetic and in the moment, while driving win-win results."

Paul Allen, COO

