Prodigal

Prodigal for Healthcare

Healthcare revenue cycle management is a key priority for all hospital systems. After losing billions to COVID-19 continued claims issues, along with ongoing payer-mix shifts, and dealing with the constraint of the labor market, everyone in RCM is trying to find new ways to do more with patient interactions. The demand for improved patient financial experiences adds extra pressure to the process.

To achieve higher payment rates while improving PFX, begin by creating greater effectiveness in your call center. Prodigal's AI-powered workflow automation solutions — designed to capture accurate conversation data and offer context for every interaction — can help.

Benefits for Healthcare

1. Boost Agent Productivity and Effectiveness

Efficient, effective RCM operations are the product of solid insight — but you need the tools to leverage that insight, as well.

Prodigal offers:

- Automated call notes and automated after-call wrap to immediately improve agent productivity by 25%
- Deep wrap-time analytics to minimize time waste
- Real-time agent action prompts that offer guidance about patient conversation signals

With the power of ProNotes and ProAssist, your agents can do more within their conversations, focusing on what matters and forging stronger relationships.

And by automating and standardizing the note-taking, you can achieve increased cash and claims resolutions while also decreasing operating costs and increasing patient satisfaction. You can see how **enabling agent efficiency and effectiveness** is a key priority in a shifting RCM landscape.

2. Reimagine QA Processes and Agent Coaching

By using accurate insights to enable productivity, you're already ahead of your competitors. But using the accuracy of Prodigal's model to fuel your QA process and mitigate compliance risk? That puts your operations at a whole new level.

Prodigal's ProVoice is built on an NLP model that's been trained on over 100 million calls to give you real conversation intelligence. It supports 100 percent call coverage for QA — no more small, random samples.

Easily identify areas for improvement in regulation adherence and agent emotion, and use that information to improve coaching and rapidly upskill agents to deliver on compliance mandates and positive patient interactions.

3. Generate Actionable Insights

Every hospital system and every healthcare vendor has some variant of this same problem: Data, data everywhere and no learning from it or using it. Prodigal's AI uses the data from your patient financial conversations to generate and surface reports that matter to you — the ones that help you get things done.

Prodigal Improves Agent Productivity and QA with Conversation Intelligence

Prodigal delivers a platform for healthcare RCM agent productivity and performance. Our ready-to-deploy, pre-built speech analytics solution is trained on over 100M calls and gives you the opportunity to hit your QA and repayment goals, while our notes and assistant tools offer real-time agent prompts and productivity solutions to thwart your operational challenges.

Learn more about the product features at prodigaltech.com.