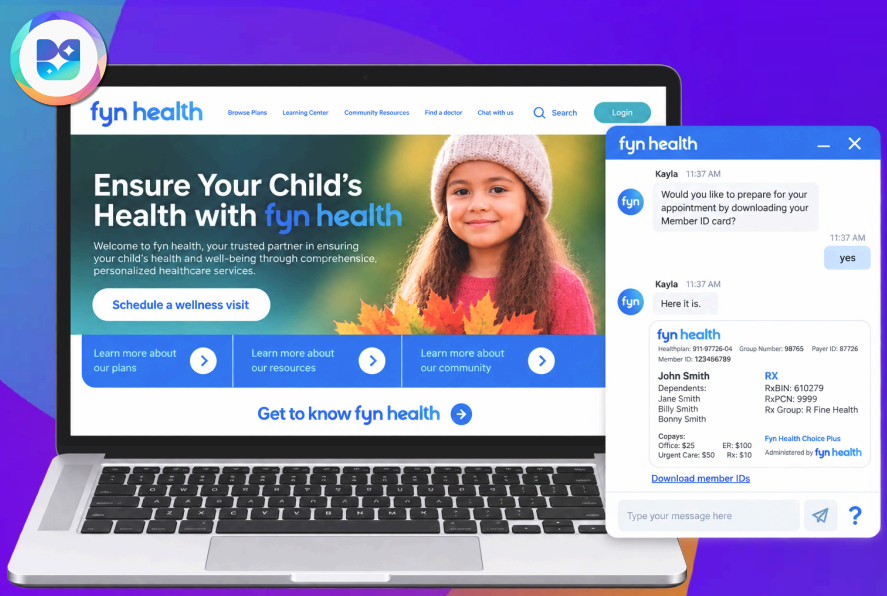
Ushur Solution

ushur®




# AI Agent for Member Service:

## Empower members with secure and personalized, self-service experiences.

Delivering faster, more equitable access to healthcare information—at scale.

Call centers are drowning in repetitive member inquiries, and outdated self-service solutions are struggling to help. It's time for a game-changer. AI Agents don't just respond—they think, adapt, and solve problems at scale, transforming the way health plans engage with members.

### Healthcare-Specific Intelligence

Pretrained on industry terminology and enterprise policies–ensuring precise, protocol-driven engagements.

### Adaptive Reasoning and Guidance

Makes decisions and tailors responses in real time, based on evolving member goals and issue sensitivity.

### Built-in Guardrails and Compliance

Integrated safeguards ensure proper usage, while a robust compliance framework upholds regulatory standards.

**24/7** Manage spikes in demands without scaling headcount.

**60%** **Faster Resolutions:** Automate stop questions and call drivers to save time and costs.

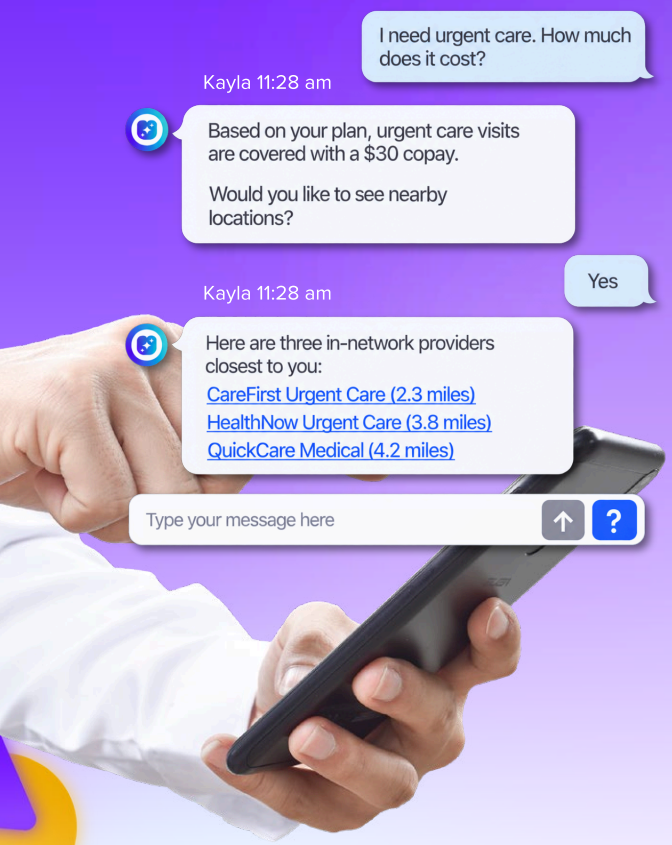
**Instant Member Satisfaction:** Delivers clear, accurate support for a broad and diverse audience.

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## Service requests such as:

- Password Resets
- Account updates
- ID card replacements
- PCP updates
- Enrollment status
- Billing and payments
- Benefits explanations
- Coverage verification
- Appointment scheduling
- Provider referral
- Document uploads
- Member portal help




### Deep Domain Expertise
Designed for deep understanding of healthcare complexities and operational procedures

### Adaptive Process Intelligence
Determines and executes the best workflow towards a desired goal, adapting its approach based on new information

### Proactive Engagement
Communicates with members for updates, summaries and more across multiple channels, in many languages

### Interactive Widgets
Robust visual aids simplify information exchange, including geo-location, calendar selection, file uploads and more

### Simplified Information
Breaks down complex healthcare information into a 6th-grade reading level for a wide range of skill sets

### Secure and Compliant Protocols
Ensures regulatory adherence and safe interactions with built-in HIPAA compliance and industry-specific guardrails

Unlock faster, more intelligent self-service for your members today. Visit **ushur.ai** for a personalized consultation.

AICPA SOC · TCPA Compliance · PIPEDA · SECTION 508 COMPLIANT · HITRUST · HIPAA COMPLIANT · ISO 27001 · GDPR · WCAG · CIS · PCI DSS COMPLIANT

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