NEUTRINO
Delivering Excellence

CASE STUDY

Conversational AI for Patient Assistance Program

About The Client

Leading provider of global commercial Services to the life sciences industry Serving more than 500 organizations Having sustainable solutions for patients, prescribers, payers and channel partners.

Challenges

Patient assistance programs (paps), often Sponsored by pharmaceutical companies, serve as a "safety net" for uninsured or Underinsured americans. These program Aim to offer medications at reduced or no Cost. One such program, sponsored by a major u.s. Pharmaceutical manufacturer, supports 46 drugs. For this program, there were around 2k inbound and 1.5k Outbound calls primarily between hub Associates, patients, and payers.

Volumes Per Day

1.5K
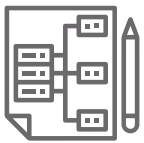
Eligibility Queries

1K

Enrollment Status Queries

1K

General Enquiries

Solution - Conversational AI

- Java Spring boot
- Angular and React JS
- Tonkean
- Nuxeo · Dialog flow
- GCP – App Engine
- GCP – Speech To Text
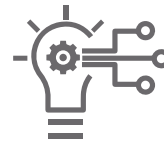
Neutrino's Role

Design and Architecture

Development

Infra Setup

Dialog flow

API Integrations

Achievements

"Neutrino, with extensive health domain experience, developed an intelligent Solution using gcp-dialogflow. This solution can understand user intents and Provide relevant responses. It integrates with crm & salesforce for real-time Information. Patients can submit pap forms via the chatbot, which are stored in Nuxeo for hub associates to reference. The bot also offers speech-to-text, text-to Speech, language translation, and other features."

60%
Reduction in Enrollment Queries

65%
Reduction in General Enquiries

70%
Reduction in Eligibility Queries

Savings

- $1.5M Savings per year
- Reduction of 35K Hours of Manual Efforts per year