



# Elevate patient service with AI-powered billing solutions

**Reduce contact center costs through AI-driven automation, user-friendly self-service and empathetic support**

When it comes to the patient experience, exceptional service shouldn't mean escalating costs.

Cedar enables healthcare providers to deliver superior billing experiences while reducing operational burden. By combining AI-powered technology with empathetic service design, our platform transforms how providers engage with patients — from proactive digital outreach to intelligent automation of routine inquiries. The result is streamlined operations that empower your staff to focus on high-value interactions, ensure patient satisfaction and optimize revenue cycle outcomes.

## Benefits



### **Increase patient payments**

Leverage the combined power of our payment and support solutions to drive collections.



### **Lower the cost to collect**

Increase patient support volume without adding vendors or headcount.



### **Boost operational efficiency**

Agents can tackle complex cases faster as patients self-serve answers for basic questions.



### **Improve patient satisfaction**

Give patients clear answers instantly with phone, chat and online tools.



**With Cedar, we freed up our team to work on the more difficult escalated calls. As a result, we've seen a huge improvement in morale and higher levels of employee engagement.**

ADAM LOUGH

Director of Revenue Cycle Strategic Initiatives and Optimization, Allegheny Health Network

## Key capabilities

### Get ahead of known questions

Proactively address issues before patients reach out for support with AI-powered answers surfaced directly within the Cedar Pay billing experience.

### Resolve issues with virtual agents

Our conversational AI detects patient intent to handle routine support inquiries empathetically or triage to live support.

### Handle complex cases empathetically

AI copilots provide agents with instant answers, freeing them to deliver high-touch service to the patients who need it most.

### Gain full-service support

Unlike point solutions, we manage your entire support operation — combining modern technology with patient servicing to handle any support volume cost-effectively.

**12%**

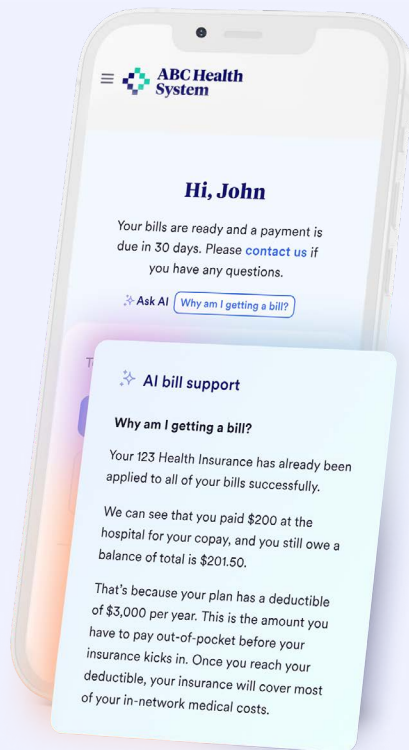
chat volume  
reduction<sup>1</sup>

**25%**

call  
automation<sup>1</sup>

**10%**

call duration  
reduction<sup>1</sup>



## Unique advantages



Cutting-edge technology  
through industry-first  
partnership with  
Google AI



AI model integrates  
real-time payer  
and HSA data for  
comprehensive support



Unified tech + human  
solution to effectively  
handle inbound  
call volumes



Continuous optimization  
by in-house data  
science and machine  
learning experts

**Top providers rely on Cedar to deliver the best patient financial experiences**

 **Request a custom automation assessment to see how much you can save on support costs**  
**Contact us at: [cedar.com/solutions/cedarsupport](https://cedar.com/solutions/cedarsupport)**

<sup>1</sup>) Projections based on 2024 alpha client results / analysis.  
Some features shown may be in development and subject to change.  
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