



IntelPeer's AI Revolution

Enhancing Benevis LLC's Patient Call Experience

The Challenge

Benevis LLC, a leading provider of dental practice management services, faced mounting challenges in managing high call volume, particularly for Medicaid patients. With over 1.2 million patient visits annually relying on a call center, inefficiencies in scheduling led to long wait times, frustrated patients, and increased operational costs. Benevis needed a solution to automate routine interactions without sacrificing the patient experience.

The Solution

IntelPeer, a full-stack conversational AI provider, partnered with Benevis to introduce SmartAgent, an advanced AI-driven automation solution. The initiative began with an intent study to identify automation opportunities. The study revealed that:

- 61% of calls were about appointments, an ideal use case for AI-driven automation.
- Only 13% of calls required a live agent, meaning most interactions could be automated.
- AI had the potential to deliver \$1M+ in annual savings while improving patient service.

IntelPeer designed a phased implementation approach, starting with AI-automated appointment scheduling. By leveraging AI, SmartAgent provided real-time scheduling, rescheduling, and confirmation capabilities - reducing the burden on live agents and improving efficiency.

The Results

Within months of implementation, Benevis saw significant improvements in operational efficiency and customer satisfaction. Key results included:

- **Reduced Call Center Load:** Automation handled most routine inquiries, allowing live agents to focus on complex cases.
- **Faster Service & Lower Costs:** Appointment scheduling automation cut patient wait times and saved Benevis hundreds of thousands of dollars in operational expenses.
- **Seamless Integration & Scalability:** IntelPeer's AI seamlessly integrated with Benevis' existing systems, allowing for future automation expansion.

IntelPeer's conversational AI and automation delivered a tangible ROI empowering Benevis to modernize its call center operations, reduce costs, and enhance patient experience - all while ensuring data security and compliance.

The above summary is an excerpt of a case study led by Neha Mittal and Munir Mandviwalla for the Institute for Business and Information Technology (IBIT) at Temple University. The case has been accepted for publication by Ivey Publishing, a leading case publisher in over 136 countries.

For more information contact IntelPeer at intelepeer.ai or IBIT at ibit.temple.edu