

AI for Healthcare

Streamline care. Elevate experiences.

AI for Healthcare is a pre-built application from Kore.ai that delivers healthcare-specific use cases, integrations, and compliance out of the box, accelerating time-to-value for payers, providers and life sciences organizations.

AI for Healthcare

Key Capabilities

Pre-built workflows

Accelerate time-to-value with out-of-the-box workflows for Denticon, Epic, NextGen, Oracle Cerner and others.

AI agents

Enhance patient and member experience with multilingual AI agents that handle interruptions, and topic shifts smoothly, engaging patients naturally across channels to drive satisfaction and containment.

Agent assistance

Improve staff efficiency with real-time AI assistance that answers questions, recommends next best actions, and summarizes calls to resolve escalations and complex cases faster.

Enterprise search

Unlock organizational intelligence with generative, context-aware search that pulls answers from structured and unstructured data sources.

Agent platform

Extend and customize beyond pre-built applications with an enterprise-grade agentic AI platform built for secure, scalable deployment across your organization.

Why does it matter now?

Building AI in-house delays business value

Production-ready, pre-built use cases eliminate long development cycles accelerates time-to-value while improving ROI.

Rising costs and staff shortages demand smarter automation

AI agents automate revenue cycle, claims, and member services, reducing operational burden and freeing clinicians for higher-value care.

Patients demand personalized, real-time engagement

AI delivers empathetic, contextual interactions moving beyond reactive support to real-time, hyper-personalized care across every touchpoint.

Evolving regulatory mandates require built-in compliance

HIPAA-compliant, explainable AI supports CMS prior authorization, FHIR data exchange, and real-time adjudication turning regulatory pressure into a deployment advantage.



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the report

See why Kore.ai is a leader in the 2025 Gartner® Magic Quadrant™ for Conversational AI platforms.

The Gartner® Magic Quadrant™ includes conversational AI agents and tools leveraging generative AI.

Gartner.

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Why Kore.ai

PERSONAS SUPPORTED

Provider

Payer

Patient

Member

Agent

Consumer

TOP PRE-BUILT USE CASES

Appointment management

Prescription management

Benefits & eligibility check

Member management

Prior authorization automation

Medical affairs

Pre-built integrations

artera

denticon

Epic

Infermedica

mediktor

HL7 FHIR

Isabel

MyPhaxis JAVELINA
The Next Applied

nextigen

ORACLE
Cerner

Enterprise-grade compliance

HIPAA
COMPLIANT

AICPA
SOC

GDPR

CCPA

ISO
27001

PCI DSS

PCS

Omnichannel engagement



Superior Outcomes. Seamless Experiences. Faster Growth.

30-50%

reduction in admin staff costst

Star ratings uplift

improved patient and member
experience

40-60%

self-service containment

24/7/365

access to care and services

15-30%

claim rework reduction

40-50%

reduction in average handle time

TRUSTED BY LEADING HEALTHCARE ORGANISATIONS

BON SECOURS
MERCY HEALTH

Florida Blue

Johnson & Johnson

Lilly

OPTUM

Pfizer

Roche

sonrava.
HEALTH

United
Healthcare

VCC