

AI Digital Workers & AI Agents Capabilities in Healthcare

Medical Scribe Role Breakdown: Human required on ~10% - 20% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
Medical Scribe	✓	✗	AI can transcribe voice-to-text during or after the visit
Summarization of Patient Encounters	✓	⚠	AI creates SOAP notes or structured summaries; clinician may edit
Input into Electronic Health Records (EHR)	✓	✗	AI can map data into the correct EHR fields
Medical Terminology Recognition	✓	⚠	High accuracy, but rare misinterpretations may occur
Chart Preparation & Formatting	✓	✗	AI organizes and formats clinical notes consistently
Exception Handling (Unclear Dictation)	✗	✓	Ambiguous statements or unclear audio still require human clarification
Final Review & Sign-Off	✗	✓	Clinician must verify and sign off on all documentation

Patient Intake & Triage Role Breakdown: Human required on ~15% - 30% of work

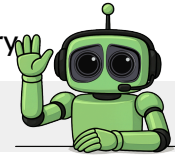
Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
Symptom Collection & History Taking	✓	✗	AI-guided Q&A captures structured input
Insurance Verification Intake	✓	⚠	AI can capture details; edge plans may need validation
Demographic & Consent Form Collection	✓	✗	AI can deliver and log all required forms
Triage Routing (Dept/Specialty)	✓	⚠	AI uses decision trees; escalates unclear cases
Appointment Scheduling	✓	✗	AI can handle rules-based availability
Escalation for Urgent Cases	✗	✓	Human needed for clinical judgment or emergencies

Billing & Coding Specialist Role Breakdown: Human required on ~10% - 25% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
CPT/ICD Code Extraction from Notes	✓	⚠	AI can extract structured data, but unclear notes need review
Code Validation (Payer Rules)	✓	✗	AI checks codes against up-to-date payer edits
Claim Form Creation	✓	✗	AI populates and formats 837P/I or CMS-1500 forms
Modifiers & Bundling Compliance	✓	⚠	More complex scenarios still benefit from human input
Specialty-specific Rule Handling	⚠	✓	Unique payer requirements may need manual judgment
Denial Trend Analysis	✓	✗	AI can surface patterns in rejections or rework

Prior Authorization Coordinator Role Breakdown: Human required on ~15% - 30% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
Document Compilation for PA Request	✓	✗	AI pulls from chart to build request package
Submitting to Payers	✓	✗	Via API or payer portal automation
Status Tracking	✓	✗	Continuous status monitoring and updates
Response Parsing	✓	✗	AI reads payer responses, flags approvals/denials
Escalation of Denials	✗	✓	Humans required for appeals, calls, and edge workflows



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Claims Status & Denial Management Role Breakdown: Human required on ~10% - 20% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
Claims Status Inquiry	✓	⊘	AI checks payer portals or uses X12 276/277
Denial Identification & Categorization	✓	⊘	AI flags cause codes and patterns from EOBs
Automated Rework Recommendations	✓	⚠	AI suggests fixes; complex denials still reviewed by staff
Appeal Letter Generation	✓	⚠	Standard templates can be used; custom appeals need human input
Task Routing for Human Follow-up	✓	⊘	Routes unresolved issues by denial type or priority

Revenue Cycle Analyst Role Breakdown: Human required on ~10% - 20% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
KPI Monitoring (AR Days, Clean Claim Rate)	✓	⊘	AI creates real-time dashboards and insights
Payer Trend Analysis	✓	⊘	AI finds patterns in denials, delays, underpayments
Forecasting Revenue Performance	✓	⚠	AI builds predictive models; human sets business assumptions
Variance Root Cause Analysis	✓	⚠	Suggests root causes; human validates
Workflow Optimization Suggestions	✓	⚠	AI recommends improvements; humans assess feasibility

Clinical Trial Matching Agent Role Breakdown: Human required on ~15% - 35% of work

Task Category	Handled by AI Digital Worker	Requires Human Oversight	Notes
Eligibility Criteria Parsing	✓	⊘	AI reads protocol inclusion/exclusion criteria
EHR Data Scanning	✓	⊘	Matches patient charts against trial criteria
Candidate List Generation	✓	⊘	Outputs ranked list of likely matches
Trial Outreach (Consent Invitation)	✓	⚠	AI sends secure messages; humans handle complex Q&A
Final Clinical Review & Consent	⊘	✓	Human discusses risks/benefits and secures informed consent