

Improving Care Efficiency with Care.Ai
Delivering Harmony in Healthcare



Care.Ai

#AIFirst.Healthcare

Infosys[®]
Navigate your next

The Significance of Care.Ai

Care delivery is evolving toward models that demand greater speed, personalization, and measurable outcomes. Infosys' AI-enabled solution is designed to enhance care efficiency by accelerating prior-authorization decisions, enabling proactive interventions, and automating personalized care plans that adapt to member needs.

By aligning with value-based incentives and reducing delays throughout the care journey, this capability helps healthcare organizations to deliver faster, more effective, and member-centric outcomes.



High turnaround times are delaying decisions and slowing patient access to treatment



Increasing hospital admissions are straining capacity, resources, and care teams



Rising medical costs are driven by chronic conditions, complex needs, and inefficiencies



Improving Care Efficiency: The Infosys Approach

Infosys' AI-powered capability leverages advanced intelligence to make care journeys more intuitive, responsive, and human-centric. Our model enables organizations to achieve not only efficiency gains but also to create personalized and seamless experiences, while scaling effectively across diverse clinical and operational settings.



LISTEN

Capture patient data and signals from multiple touchpoints in real time



RESPOND

Deliver timely interventions through automated pre-approvals, care plans, and digital assistants



UNDERSTAND

Analyze clinical and non-clinical data to assess risk, eligibility, and medical policy alignment



EVOLVE

Continuously refine processes using feedback, outcomes, and predictive insights

The Infosys Care.Ai Method

AI creates the most value when it is rooted in the realities of healthcare delivery. At Infosys, we bring intelligence into the core of patient and provider workflows, ensuring that AI is not just an overlay but a purposeful driver of better care outcomes. Our approach empowers organizations to move beyond efficiency gains and truly reimagine care journeys, with AI serving as the connective tissue between data, decisions, and delivery.



Accelerate prior-authorization with intelligent workflows and auto-approvals



Enable proactive interventions and remote monitoring to support patient care



Automate personalized care plan generation using AI-driven insights



Optimize medical outcomes through value-based incentives management

Medical Content Digitization

Care demands a balance between efficiency and empathy. Infosys' capability empowers organizations with a structured model that delivers better health outcomes while improving patient and clinician experiences.



Prior-authorization Automation

AI-based auto-approvals accelerate prior-auth decisions and reduce turnaround time



Proactive Care Interventions

Predicts potential health risks and enables preventive measures to reduce hospital admissions



Medical Policy Validation

Bots validate requests against policies, ensuring accurate and consistent approvals



Remote Monitoring

Continuous tracking and alerts support chronic disease management and post-discharge care



Care Plan Automation

Generates individualized care plans using risk predictions and clinical insights



Workflow Augmentation

Reduces clinician burden by automating repetitive tasks and streamlining documentation



From Principles to Practice: AI Tools Driving Care

Infosys' solution translates this model into action with four core AI-powered functionalities.



AI-based Prior Authorization Engine

Automates pre-authorization approvals, significantly reducing turnaround time and minimizing treatment delays



Medical Policy Bot

Validates requests against medical policies in real time, ensuring accuracy, consistency, and compliance



Care Plan Automation

Generates individualized care plans based on risk insights, improving adherence and care efficiency



Medical Records Summarization Agent

Automated summary of structured and unstructured documents/document images of members for faster clinical data analysis



Proven Outcomes: Turning Compassion into Capability

Infosys is enabling healthcare organizations to transform outcomes at scale with AI-powered solutions.



Prior Authorization Review Automation

A health plan reduced pre-authorization review processing time by 45%, achieved 90% accuracy in clinical decisions, and improved clinician satisfaction to 4.2 out of 5 by implementing agentic AI-led automation for drafting, reviewing, and approving authorization requests.



Medical Record Summarization for Medical Management

A healthcare organization improved clinical operations efficiency by 25%, reduced analysis time by 40%, and cut medical content review errors by 20% by using cognitive AI to summarize complex medical records across hospital, diagnostic, and database sources.



Pre-authorization Automation in Medical Management

A payer automated approval for 60% of pre-authorization requests, enabled assisted approval for an additional 30%, and reduced overall processing time by 80% through ML-based decision support and continuous model improvement.

Strengthen Your Care Efficiency with Infosys

In an environment where patient expectations are high and clinical resources are stretched, Infosys' solution enables healthcare organizations to scale efficiency and empathy together.



Personalized Journeys

Deliver timely, contextual, and tailored interventions for every patient



Preventive Care Advantage

Proactively reduce admissions and improve outcomes through predictive insights



Faster Care Delivery

Accelerate prior-authorization and care approvals with AI-powered workflows

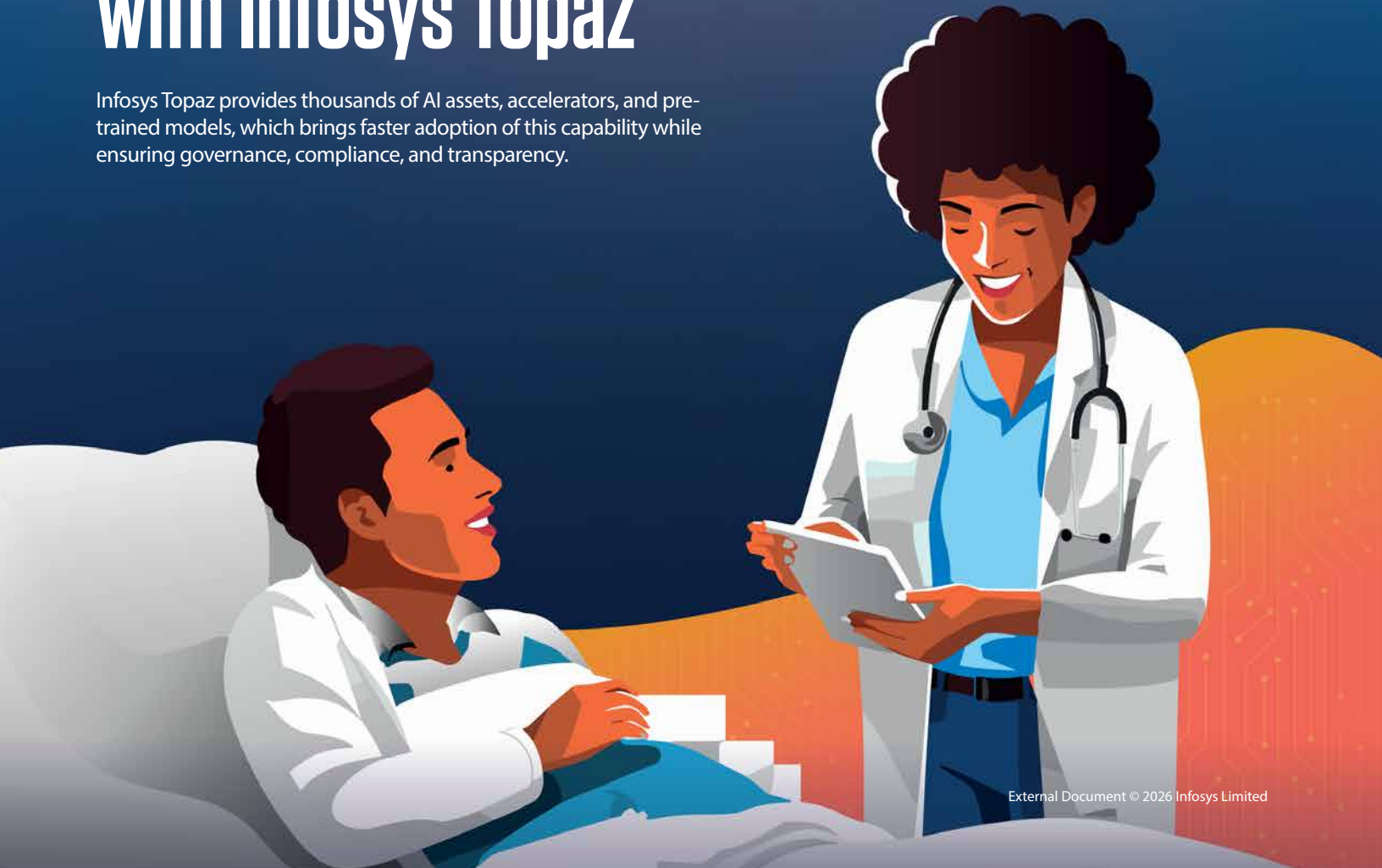


Clinician Support

Free up provider time by automating repetitive tasks

Powering Intelligent Care with Infosys Topaz

Infosys Topaz provides thousands of AI assets, accelerators, and pre-trained models, which brings faster adoption of this capability while ensuring governance, compliance, and transparency.



Build A Healthier Care Ecosystem, Powered by AI

Infosys' solution turns complex, fragmented care delivery into seamless and human-centered experiences. By making care predictive and personalized, we help healthcare organizations achieve harmony between efficiency, empathy, and outcomes.

Connect with our experts to take the worry out of care at askus@infosys.com



For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected 