pagerhealth℠

Unlocking $11.5M with nurse-led, AI-powered navigation

The challenge

A large U.S. health plan serving approximately 1.4M commercial members relied on a traditional, phone-only nurse advice line that functioned as a reactive safety net with limited measurable impact.

Key issues included:

- Limited ability to deflect avoidable ER and urgent care visits
- No digital entry points to meet members where they seek care
- Minimal navigation to higher-value, in-network care
- Sparse reporting on outcomes, savings, or follow-through

The plan's product leadership team set out to build an AI-driven care navigation strategy that would **improve access, guide members to the right level of care, and ensure investments delivered ROI**, without disrupting existing operations.

The Pager Health℠ approach



The health plan partnered with Pager Health to define their **clinical AI strategy** and implement a nurse-led, AI-supported solution. The client's new solution enables a streamlined member experience that features:

- AI-supported, evidence-based triage with in-network navigation
- <30-second connection to a licensed Registered Nurse
- Live nurse chat + phone with integrated IVR
- Digital follow-up and encounter-level reporting

This approach elevated the nurse advice line from a reactive, telephonic hotline into an **efficient, digitally enabled clinical navigation resource that delivers measurable ROI.**

© 2026 Pager, Inc. All rights reserved. Confidential & Proprietary.

The **impact**

$11.5M	in program value* across two years
68%	of members reported they would have sought lower-value care without nurse guidance
86%	symptom improvement after nurse call/chat

***Program value:** Savings generated through site-of-care optimization.

With Pager Health as a strategic partner, the health plan transformed a reactive nurse advise line into a high-value, AI-powered navigation strategy that enhances access, improves outcomes, and drives cost efficiency.

Why **it works**

Nurse advice lines are more effective when access, navigation, and follow-up are connected.

- Omnichannel entry improves engagement
- Nurse-led, AI-supported experiences guide members to in-network, right-level care
- Follow-up closes the loop after triage for improved outcomes
- Transparent population and encounter-level data enables ROI attribution

This aligns with industry findings that nurse-led triage, combined with digital chat, can redirect many low-acuity episodes away from emergency departments while maintaining appropriate escalation.[1]

[1] Health Affairs Scholar

When nurse advice lines evolve from phone-only services into **AI-enhanced, digitally connected** clinical resource, health plans **provide faster access, deliver better member experiences, and achieve measurable cost savings.**

Get in touch with us to explore how an omnichannel, AI-supported nurse advice line can improve your plan performance.

www.pagerhealth.com/solutions/clinical-navigator

hello@pagerhealth.com

© 2026 Pager, Inc. All rights reserved. Confidential & Proprietary.