Infosys topaz AI Next



Case study · Healthcare

A US Healthcare Provider Accelerates Clinical Decisions and Compliance with Infosys Topaz AI Next

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Summary

A not-for-profit, community-based LHPC healthcare provider serving Medi-Cal, duals, and other public health coverage programs wanted to improve operations across customer service, utilization management, care management, community-based programs, pharmacy, and contract management.



Infosys Topaz AI Next, a unified AI platform, was implemented to deliver an AI-powered Member 360 solution, which gives teams a single view of the member, and an AI-powered Contract Template Analysis solution, which brings clause-level analysis to contract reviews.

Delivered in less than three months, the implementation enabled approximately 25% faster clinical decision-making for agents on call and approximately 30% faster compliance processes.

Value Delivered

< 3 months	~25%	~30%
Time to Value	Faster Clinical Decision-Making	Faster Compliance Processes

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Client overview

The client is a not-for-profit, community-based, LHPC healthcare organization in the United States, serving members across Medi-Cal, Medicare, and other publicly funded health coverage programs. With a strong focus on accessible care, population health, and community well-being, the organization supports diverse member needs while managing complex clinical, administrative, and compliance processes.

01 Section 01 Challenges

Fragmented application landscape

Teams across customer service, community engagement, care management, behavioral health, utilization management, community-based programs, and pharmacy worked across a fragmented application landscape, with no single view of the member. Staff moved between applications and gathered member information manually, which added effort and slowed response times, especially during seasonal peaks in high-volume processes.

Manual, inconsistent contract review

Contract management faced its own challenge: no centralized mechanism for contract intake and review. Reviewers read contracts line by line, and a review could take weeks or months. Regulatory changes had to be applied by hand across many similar templates, and similar clauses could be evaluated differently depending on the reviewer, raising the risk of missed or inconsistent regulatory language.

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These challenges were leading to

01 Loss of staff time in switching between applications and re-gathering member information

02 Delays in decision-making and member issue resolution

03 Strained service levels during seasonal peaks

04 Slower regulatory impact assessments and compliance processes

05 Compliance risk arising from inconsistent contract reviews

The client sought to

- Give each team a single, 360-degree view of the member to reduce navigation effort and speed up responses.
- Automate routine actions in underlying applications directly from the member view.
- Move from manual, experience-driven contract review to structured, clause-level, traceable analysis.
- Accelerate regulatory impact assessments while improving consistency and compliance in contract reviews.

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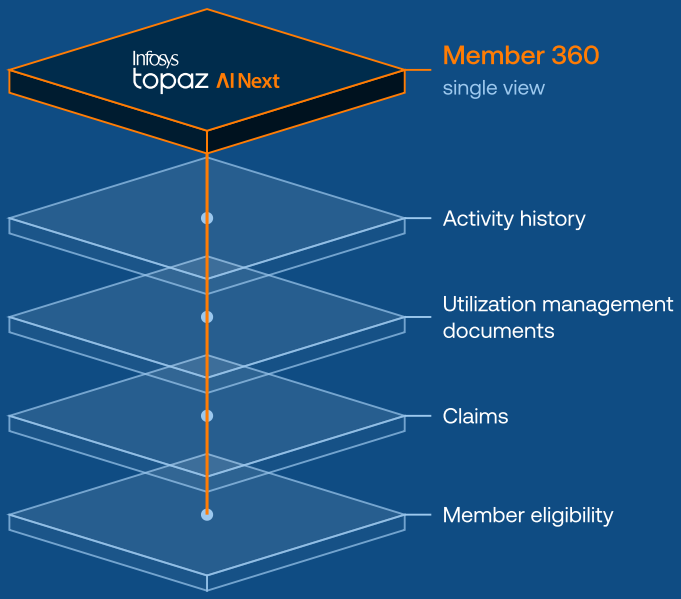
02 Section 02 Solution

Infosys Topaz AI Next, a unified AI platform, was implemented to address these challenges through two solutions: Member 360 and AI-Powered Contract Template Analysis.

01

Member 360

Member 360 brings member information from the organization's existing applications into a single view, tailored to eight teams: Customer Service, Community Engagement, General and Administrative, Care Management, Behavioral Health, Utilization Management, Community-Based Programs, and Pharmacy.



The solution:

01
Consolidated member eligibility, claims, utilization management documents, and activity history into one view.

02
Tailored each view so every team sees the member details relevant to its work.

03
Added one-click automations to perform actions in the underlying applications, reducing manual steps.

04
Linked with the contact center's IVR system to pull in member details captured during the call.

05
Enabled faster, guideline-driven clinical decision-making by reducing the need to navigate multiple systems.

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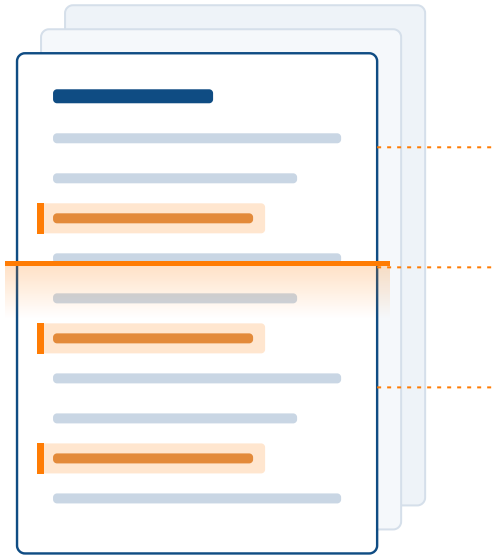
Section 02 · Solution

02

AI-Powered Contract Template Analysis

AI-Powered Contract Template Analysis moves contract review from manual effort to structured, clause-level, traceable analysis.



The solution:

- Automated clause-level analysis of contract templates.
- Analyzed regulatory and policy documents to accelerate the identification of regulatory changes.
- Pinpointed the templates, sections, and clauses affected by each change.
- Improved consistency in how similar clauses are evaluated across reviewers.
- Kept reviewers in control, working alongside existing contract systems rather than replacing them.

Secure, Scalable AI Foundation

The client-hosted Infosys Topaz AI Next platform, powered by GPT-5.1, provided a secure and scalable foundation for deploying enterprise AI capabilities.



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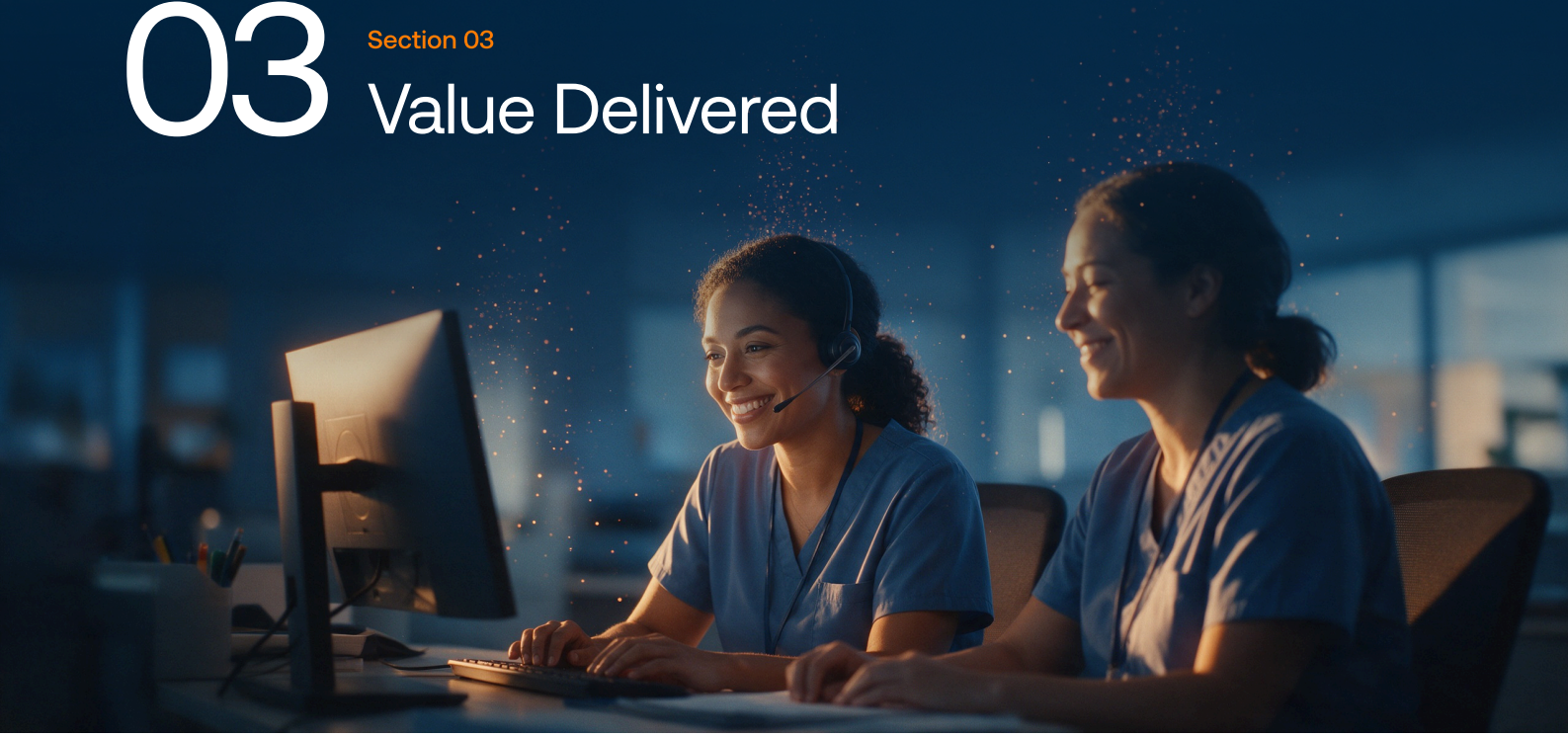
03 Section 03 Value Delivered



The implementation helped the organization reduce the effort of navigating multiple systems, accelerate decision-making, and streamline compliance processes.

< 3 months

Time to Value

Delivered Member 360 and Contract Template Analysis in less than three months.

~25%

Faster Clinical Decision-Making

Reduced authorization turnaround time through a unified member view and easier access to relevant information.

~30%

Faster Compliance Processes

Accelerated regulatory impact assessments and clause-level contract analysis for contract template reviews.

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Next step

Accelerate Healthcare Operations with Infosys Topaz AI Next



Reach out to us at

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Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers EdgeVerve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale.
https://www.edgeverve.com/ai-next/

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