

AI-NATIVE OPERATIONS FOR HEALTHCARE PAYERS

Keep the enterprise moving.

Claims. Member service. Technology. AI.
Evidence behind the next operating decision.

[Explore the working product →](#)

SEE

One operating picture

UNDERSTAND

Source facts + bounded AI

DECIDE

Named owner + accepted
proof

THE DECISION PROBLEM

The queue is only the beginning.

A consequential payer decision crosses business work, service delivery, technology and AI.

- 01

Different systems

Claims inventory, member-service pressure and technical conditions arrive with different clocks and definitions.
- 02

One accountable owner

The owner needs a supported decision, an inspectable explanation and a clear way to verify what follows.

Presentation context: the hosted product uses synthetic reference data. Customer sources, live inference and effects require activation; customer outcomes remain unproven.

THE PAYER WEDGE

Protect claims flow. Keep member service in view.

SEE THE WORK

Reported queue pressure

Open inventory, supplied deadline buckets and missing deadlines from one approved aggregate source.

REVIEW THE EVIDENCE

Astra-assisted investigation

Tentative priorities and evidence questions beside exact, cited snapshot facts.

PROVE THE DECISION

A named operating owner

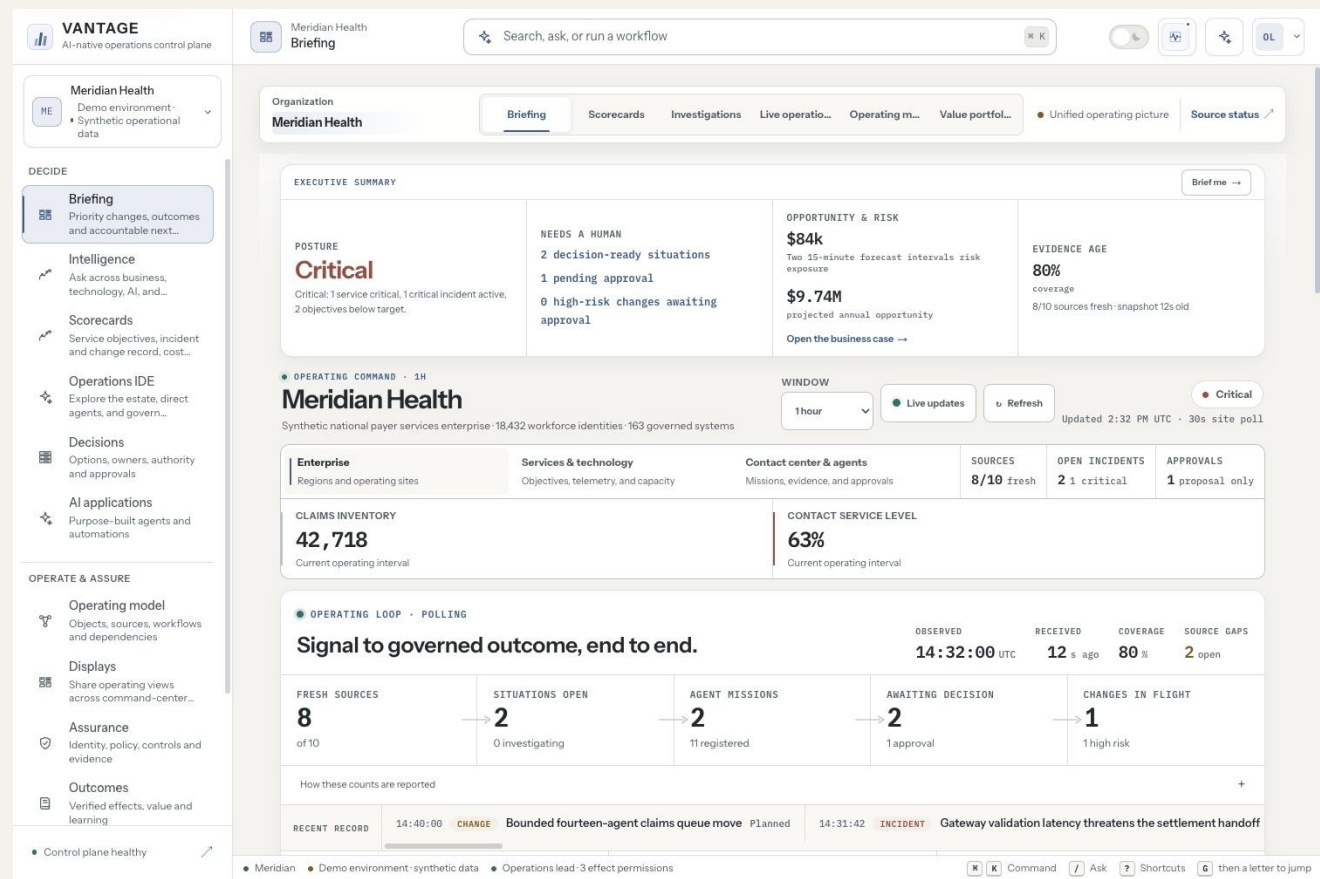
Connect the review to the customer’s response process and measure the result. This is the next proof gate.

THE EXECUTIVE APPLICATION

An operating picture built for the room.

Clear hierarchy.
Evidence first.
One next step.

Warm daylight and
graphite workspaces
support executive review
and operator depth.



Actual reference product • Synthetic operational evidence

ONE PLATFORM / FOUR CONNECTED LENSES

Keep the business question in view.

PAYER OPERATIONS

Claims inventory and deadlines;
member-service reference workflows

AI OVERSIGHT

Model token usage, reported billing and
bounded claims review

TECHNOLOGY

Registered technical reports, service
context and source coverage

COORDINATION

Workflow results, durable internal
notices and explicit human authority

THE ANSWER CONTRACT

An answer has a source.
An inference has a boundary.

01	Define	Registered question, counting unit, exact window and approved source.
02	Reconcile	Complete queue coverage, explicit zeros, stable evidence identity and current policy.
03	Explain	Exact facts remain source-authored. Model wording, ordering and suggestions remain interpretations.

ADMITTED EVIDENCE

Four concrete reads. Precise limits that make them useful.

Operational reports	Registered source and metric definitions
Claims aggregates	Complete roster; snapshot inventory and deadline buckets
OpenTelemetry GenAI	Paired token streams; one complete 15-minute interval
OpenAI reported costs	Closed UTC day; project totals and unattributed amounts

Customer-controlled captures enter existing tenant-bound ingestion. No upstream polling or credentials are implied by these readers.

AI OVERSIGHT

Know the usage. Keep reported cost honest.

USAGE LEDGER

Who reported the tokens?

Provider, service, requested model and response model attribution. Exact input and output sums in the admitted window.

Token volume does not establish request count, quality, p95 latency or business value.

BILLING LEDGER

What cost was reported?

OpenAI's closed-day project costs, preserved as exact amounts with source scope and reconciliation limits.

Separate from invoices, token-price estimates, model chargeback and cross-provider spend.

GROUNDING ASTRA REVIEW / ACTIVATION REQUIRED

Useful interpretation. Inspectable limits.

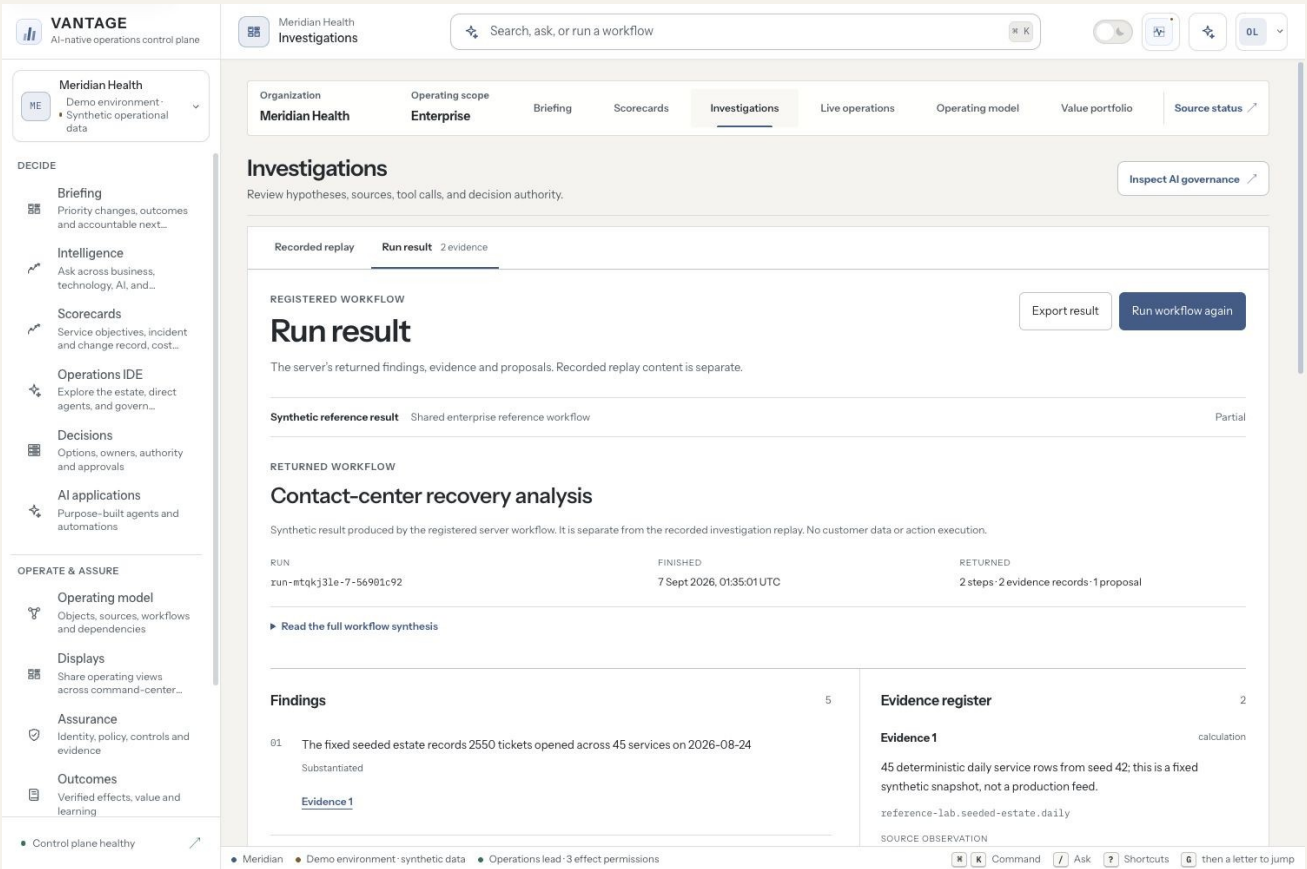
01	Choose the moment	An operator explicitly requests the registered claims review. No automatic paid retry.
02	Constrain the input	Approved aggregate facts and queue aliases; source and processing policy are pinned before dispatch.
03	Check the result	Citations, exact facts, usage and current evidence are validated. Tentative prose stays unverified.

WHAT THE WORKFLOW ACTUALLY RETURNED

Keep the result. Inspect its evidence.

Findings
Citations
Gaps
Proposals

A separate result pane
preserves the returned
workflow identity and
evidence.



Actual registered reference result • No customer data or action execution

COORDINATED SPECIALIST WORK

Context that survives interruption.
Authority that never comes from a message.

NOTICE	ACKNOWLEDGE	RECOVER	EXPIRE
Service, peer and evidence	Current recipient policy	Lease + exact retry identity	Recheck source and time

Planned-change context preserves the raw alert. Security remains a specialist concern.

AN OPERATING CENTER, ACROSS SCREENS

One estate. Four shareable display views.

EXECUTIVE OPERATIONS

Commitments, incidents and decisions

CAPACITY AND COST

Utilization and modeled opportunities

SERVICE HEALTH

Registered services and objectives

AGENT OPERATIONS

Specialists, missions and human review

OPERATIONS + SECURITY

Share the context. Preserve specialist response authority.

VANTAGE OPERATING PICTURE

Business consequence

Connect the affected work, source evidence, owner and coordination context across operations.

EXISTING SECURITY STACK

Detection and response

Keep SIEM/XDR analytics, security retention, containment and specialist approvals with their systems of record.

WHY THIS CAN BECOME VALUABLE

Payer meaning. Repeatable activation. Accepted operating proof.

01	A consequential wedge	Claims flow and member-service resilience create a specific buyer and an accountable operating problem.
02	Product reuse	Source contracts, evidence definitions and review methods can reduce the next deployment’s bespoke work.
03	Proof that compounds	Customer-accepted results and repeatable delivery can earn expansion. They remain the next evidence to build.

THE DESIGN-PARTNER SCORECARD

Measure improved work. Count the value once.

Decision effort

Time to a supported review; human rework

Service performance

Reported pressure; recovery and repeat contacts

Cost to serve

Integration, platform, AI and ongoing operating effort

Repeatability

Activation effort and reusable product share

PROPOSED COMMERCIAL MODEL

Land with one valuable workflow.
Expand through reusable operating packs.

DESIGN PARTNER	ANNUAL PLATFORM	EXPANSION
Paid, bounded proof One payer workflow, an approved source set and a joint acceptance scorecard.	License operating value Core platform, accepted operating scope and support. Report AI consumption transparently.	Reuse before adding breadth Extend into adjacent payer workflows when integration reuse and customer value justify it.

WHERE THE NEXT INVESTMENT GOES

Turn implemented depth into customer proof.

01	Activate	Identity, approved source captures, customer reconciliation and explicit processing policy.
02	Accept	A named human decision, approved response integration and operational recovery evidence.
03	Expand	A measured outcome, sustainable cost to serve and lower effort on the next deployment.

THE NEXT OPERATING MODEL

Bring one consequential payer workflow.

Make its evidence, decisions and value inspectable.

[Explore VANTAGE →](#)

[Product evidence and deployment planning →](#)