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CUSTOMER STORY

Ryan Health Cuts Call Center Outsourcing Costs by Nearly $10K a Month with AI



MANHATTAN, NY + FEDERALLY QUALIFIED HEALTH CENTER

$10K monthly savings in call center outsourcing costs	**30%** of eligible calls resolved without staff help	**8.6 FTEs'** worth of call center capacity added within 8 weeks

THE PROBLEM

Even with overflow support, the call center couldn't keep up

Ryan Health serves more than 52,000 patients each year, including many people from underserved communities across Manhattan. Staffing reductions to manage costs had shifted more call volume to an outside vendor.

Ryan Health had already added Luma scheduling to help patients self-serve. But call volume continued to strain the call center.

"Even with approximately 13 in-house call center representatives and an outsourced overflow support vendor, call demand exceeded our capacity, preventing us from consistently achieving our key performance indicators," said Farooq Ajmal, Chief Information Officer at Ryan Health.

> "The day after we turned Navigator on, our overflow call center asked what happened. Calls to them had suddenly dropped."
>
> Farooq Ajmal
> Chief Information Officer

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THE SOLUTION

Over one-third of calls handled with AI

Ryan Health uses Luma's Navigator to answer questions in English and Spanish and route calls that need personal help to the right staff. Patients can now schedule, change, or cancel appointments by phone, through Ryan Health's website, or by text. Appointment updates go directly into the EHR schedule.

Navigator now receives 100% of call center calls and independently resolves approximately 35% of eligible calls from start to finish. That adds call center capacity equivalent to 8.6 FTEs and saves Ryan Health nearly $10,000 in monthly outsourcing costs. Ryan Health can now better meet key performance indicators while expanding patient access to care.

HOW IT WORKS

1. Callers get AI help without navigating a phone menu.
2. Navigator understands needs and answers common questions.
3. Navigator books, reschedules, or cancels by voice or text.
4. Requests needing personal help go to the right staff.

OUTCOMES

Get their results

Patient-specific scheduling

HOW-TO: **Use age, status, and visit type to guide booking**

Children get pediatric or family care. Only established patients can choose virtual follow-ups.

Patient-friendly AI scheduling

HOW-TO: **Let patients describe needs in their own words**

"They say, 'My leg hurts' or 'I have a fever.' Navigator maps it to the right visit," said Ajmal.

A lower-risk AI rollout

HOW-TO: **Start with defined scheduling tasks, then expand**

Navigator handled cancellations and rescheduling first, then live scheduling and other calls.

Insight into unfinished calls

HOW-TO: **Use Navigator data to see where calls break down**

"We knew only broadly why patients were calling," said Ajmal. Data now guides workflow changes.

See how Luma helps healthcare organizations expand patient access while reclaiming staff capacity.

→ Learn more at lumahealth.io

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