



OPERATIONAL AI PLATFORM



AI-Powered Access

- REFERRALS
- LAB RESULTS
- FAXES
- INSURANCE
- ORDERS
- AND MORE

Luma’s agentic AI integrates deeply with the EHR to transform manual fax, referral, and order management workflows into efficient, automated end-to-end throughput – with flexibility, accuracy, and governance.

SERVING 1,000+ CUSTOMERS ACROSS THE US, CANADA, UK, AND THE CARIBBEAN



Goodbye, bottlenecks. Hello, AI-powered operational efficiency.

Luma's Document Flow and Order Management agents keep operations moving and care on track – without key information going stale or manual follow-ups eating up days of staff time. From boosting referral conversion to preventing denials and delayed care, Luma intelligently applies your business logic and integrates with the EHR to get information out of workqueues and into real workflows.



Hundreds of faxes a day are being acted on right away instead of waiting for weeks. The accuracy is amazing – and we no longer need to hire more staff.”

Emily Smythe, EMR & Technology Systems Manager
DENT Neurologic Institute

How it works

Luma parses faxes and orders, finds structured and unstructured data, and kicks off EHR-integrated workflows, with all the context of your business' teams, approvals, and department-specific processes.

Referral Request Form

| Patient Info | Reason for Referral |
|--------------|---------------------|
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |

Workflow:

- ✓ Create Referral in EHR
- ✓ Create Referral in Luma
- ✓ Close Loop with Referring Provider
- ✓ Initiate Patient Self-Scheduling

More referral conversion

- Same-day SMS outreach to patients
- Patients self-schedule without staff follow-up
- Referrals closed in the EHR, with automatic provider notification

Fewer denials

- Prior auth requests routed immediately
- Eligibility verified automatically

Faster care

- Records, prescriptions, and lab results processed automatically
- Right provider notified at the right time
- No manual matching of labs and orders

Faster faxes, more revenue



📍 AMHERST, NY + US' LARGEST OUTPATIENT NEUROLOGY GROUP

2 weeks
sooner conversion
handled by AI

15x more
faxes processed daily
with zero backlog

1,500+
daily faxes
for high-value services



BEFORE LUMA

Referrals stuck in a backlog of thousands – and growing

10 minutes of manual work for every fax



AFTER LUMA

Zero backlog, even without hiring staff

250 hours' worth of manual fax work saved every day

System-wide efficiency



📍 NORTHFIELD, MN + LOCAL HOSPITAL SYSTEM, COMPETITIVE REGIONAL MARKET

95%
faxes handled
with AI

3,000+
faxes processed
every month

250+
hours saved
monthly (-90% review time)



BEFORE LUMA

Constant physical movement from the fax machine to the scanner and back

FTEs dedicated entirely to faxes



AFTER LUMA

“Mindblowingly fast” AI automation – no paper workflows

AI handles Rx refills, outreach, outside records, reference labs, and more



Luma Health was founded on the idea that healthcare should work better for all.

Our operational AI platform eliminates bottlenecks to make health systems more efficient—from the patient journey to the back office. Headquartered in San Francisco, Luma has research and development centers in the United States, Brazil, and Europe. We serve more than 1,000 healthcare organizations across the United States, Canada, the United Kingdom, and the Caribbean. Luma supports the care journeys of more than 100 million patients.

→ Learn more at lumahealth.io

