

Agentforce Insurance Denial Resolution Agent

Turning hours of manual claim-denial review into seconds of verification for a healthcare device provider

100%

Team adoption, no
holdouts

Minutes → Seconds

Per-case review time

100s

Of staff hours
saved monthly

Data Cloud

Powered resolution
guidance

The Challenge

A healthcare device provider's team was manually reviewing every insurance claim denial — opening the file, reading through it to determine why it was denied, and then guessing at how to re-word the resubmission so it wouldn't be rejected again. With a high volume of claims, this manual triage was consuming hundreds of hours a month — time that could otherwise go toward serving customers faster.

What I Did

1. **Built an Agentforce agent to read and triage denials automatically.** The agent ingests each denial file and identifies the specific reason for denial, removing the need for a staff member to read every document line by line.
2. **Connected it to historical resolution data in Data Cloud.** Rather than guessing at new wording, the agent references how similar past denials were successfully overturned, and suggests the specific language proven to work for that denial type.
3. **Designed the output for fast human verification, not blind automation.** The agent's suggestion is presented for a staff member to quickly confirm rather than act on unchecked — turning a multi-minute manual read into a few seconds of review, while keeping a person in the loop on every claim.

The Result

What used to require minutes of manual reading per denial now takes seconds to verify. The tool reached 100% adoption across the team with no holdouts, because it eliminated work staff genuinely didn't want to do by hand — and it's estimated to save hundreds of hours of staff time every month, time now available for higher-value work.

Tools & skills: Salesforce Agentforce, Prompt Builder, Data Cloud, Salesforce Flow, generative AI workflow design.