

Every DME order. Zero phone calls.

ScriptRelay automates the entire durable medical equipment workflow — insurance verification, prescription intake, patient coordination, fulfillment, and reorder follow-up. No hold music. No fax machines. No revenue left on the table.

\$60B

DME industry size

1998

when current workflows were designed

20+ hrs

per staff member per week, saved

2–3 mo

typical payback period

WHY WE EXIST

A physician writes a prescription. A patient waits weeks. **Not because the equipment isn't available — because someone couldn't reach an insurance company.** The intake coordinator spent 45 minutes on hold. The fax arrived illegible. The prior auth got filed to the wrong payer. And the patient went without.

This isn't an edge case. It's the daily operational reality for every DME distributor in the country. Insurance verification alone averages 15–45 minutes per order. Multiply that by hundreds of orders per month, across a team of overworked coordinators, and you have a structural labor problem that no amount of hiring solves.

ScriptRelay's AI agents handle every step between the Rx and the doorstep — autonomously. Verification in 8 seconds. Intake processed from any fax, portal, or EHR. Scheduling coordinated without a single phone call. Reorders tracked proactively so revenue doesn't walk out the door.

WHAT WE AUTOMATE


Insurance Verification & Pre-Auth

Prescription Intake & Parsing

Order Processing & Scheduling

Reorder Reminders & Follow-Up

ROI SNAPSHOT

TYPICAL 10-PERSON DME OPERATION

\$99k/yr

net annual savings after subscription

 Staff on manual work **3 FTE**

 Hours/week each **20 hrs**

 Loaded hourly cost **\$32/hr**

 Labor recovered/yr **\$84,992**

 Denial prevention/yr **\$25,920**

 ScriptRelay (Growth) **-\$9,588**
Payback period 2–3 months

$3 \text{ FTE} \times 20 \text{ hrs/wk} \times \$32/\text{hr} \times 52 \text{ wks} \times 80\% \text{ automation} = \$84,992$ labor savings. Plus 400 orders/mo $\times 4\% \text{ denial rate} \times \$250 \text{ avg. revenue} \times 75\% \text{ prevention} = \$25,920$. Net after \$799/mo subscription.

HOW IT WORKS

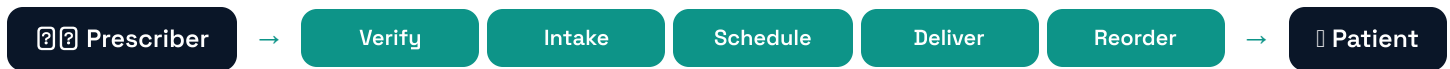
❌ THE OLD WAY (TODAY)

- ❌ Fax arrives → staff manually reads & re-keys data
- ❌ 45-min hold music to verify insurance eligibility
- ❌ Pre-auth filed manually, tracked via sticky notes
- ❌ Scheduling requires 3+ phone calls to align everyone
- ❌ Reorders forgotten → patient calls angry, revenue gone

✅ THE SCRIPTRELAY WAY

- ✅ Any source (fax/portal/EHR) → AI extracts & validates in seconds
- ✅ Insurance verified in 8 seconds across major payers
- ✅ Pre-auth auto-filed, status tracked to completion
- ✅ Scheduling coordinated autonomously, zero phone calls
- ✅ Reorder timeline tracked proactively, revenue captured

PRESCRIBER → SCRIPTRELAY AI AGENTS → PATIENT



PRICING

Plan	Monthly Price	Best For	Orders Included	Key Features
Starter	\$299 /month	1–2 person ops, <20 orders/wk	Up to 80/mo · 3 seats	Intake, verification, basic automation
Growth ★	\$799 /month	Regional ops, 20–100 orders/wk	Up to 450/mo · 10 seats	Full workflow automation, API, delivery coordination
Enterprise	\$1,999 /month	Multi-location, 100+ orders/wk	Unlimited · Unlimited seats	Custom EHR integrations, white-label portal, dedicated CSM

30-day free trial · No setup fees · No credit card required · Save 15% with annual billing · Multi-location discount available

HOW WE'RE DIFFERENT

Capability	Brightree	Parachute / Niko	ScriptRelay
Who it's for	Large distributors	Clinicians / referral side	DME distributors of any size
Insurance verification	Manual, staff-driven	Not included	Autonomous, 8-second verification
Fulfillment & delivery ops	Partial, expensive add-ons	Not included	Full workflow, end-to-end autonomous
Pricing model	\$250+/seat/mo — adds up fast	Per-referral fees	Flat \$299–\$1,999/mo, full team