

Overwhelmed and overlooked

The hidden cost of healthcare's
administrative burden –
and what to do about it



Contents

01	Healthcare's administrative burden: A bigger problem than low morale	3
02	The exodus effect: The threat of knowledge loss to healthcare sustainability	5
03	Blizzard '25: The administrative toll of reverification continues	8
04	The integration challenge: Disjointed tech impacts patients <i>and</i> staff	13
05	From burnout to balance: AI agents and copilots offer a solution	15

01

Administrative burden: A bigger problem than low morale

The World Health Organization projects a global shortfall of 10 million health workers by 2030¹, and certainly the US is not immune. But while much of the focus on those leaving the industry has been on clinicians, the threat also extends to administrative workers. And that's a very big problem; even if your organization isn't struggling to hire in this area now, that may change sooner than you think.

The complex and fragmented nature of the US healthcare system means those whose roles cover administrative work – everything from patient onboarding to verifying insurance benefits – play a vital role in patient access. Without them, there's no one to bridge the gap between clinical care and financial logistics. Unfortunately, administrative healthcare needs are only growing in scope, as insurance plans increasingly vary, healthcare regulations get more complex, and reimbursement requires more detailed documentation.

1. https://www.who.int/health-topics/health-workforce#tab=tab_1

Anecdotally, we knew administrative workers were feeling the burden. Now, we know for sure. In this report, we've taken a deep dive into the reality of the administrative overload in healthcare in the US, and – by analyzing Infinitus' data from January 2025 – can understand more about the role reverification season plays..

The good news is that it is possible to augment administrative teams with technology. By reading on, you'll learn more about what healthcare's admin burden really looks like, as well as how AI can take over the elements of health jobs that lead to burnout, low morale, and an exodus from the field.

A note on our methodology

To gauge the impact of administrative tasks on healthcare workers in the US, Infinitus commissioned a survey by independent market research company Censuswide of 250 such personnel across the country in January 2025. Each respondent was asked to complete a questionnaire about their experiences in, beliefs about, and attitudes toward their current roles in healthcare.

In addition, Infinitus gathered completed task outputs submitted to our customers in January 2025 completed by our voice AI agents. This data, stripped of all protected health information (PHI), was subsequently compiled and structured to permit an analysis of overarching annual trends in reverification season (a.k.a. blizzard season).

Unless otherwise stated, all statistics referenced in this report relate to Infinitus' data or the above mentioned survey.

02

The exodus effect: The threat of knowledge loss to healthcare sustainability

There has been a “substantial and persistent increase” in healthcare workforce turnover since Covid-19 struck in 2020². Notably, over 100,000 nurses left the industry during the pandemic³, while 35 percent of physicians say they’re likely to leave within the next five years⁴. We found that workers whose responsibilities include administrative work are similarly contemplating an exodus from healthcare.

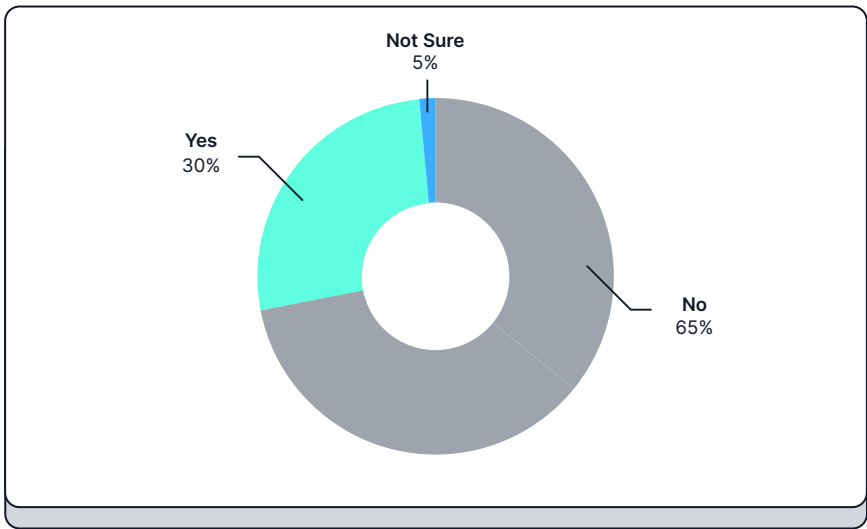
In fact, almost a third of respondents to our survey said they are considering leaving healthcare altogether. As outlined earlier, such workforce shortages can further threaten the sustainability of healthcare in the US, where access depends on navigation of a complex, paperwork-heavy system. The institutional knowledge these workers build over time is critical to their success.

² <https://pmc.ncbi.nlm.nih.gov/articles/PMC10818214/>

³ <https://www.ncsbn.org/news/ncsbn-research-projects-significant-nursing-workforce-shortages-and-crisis>

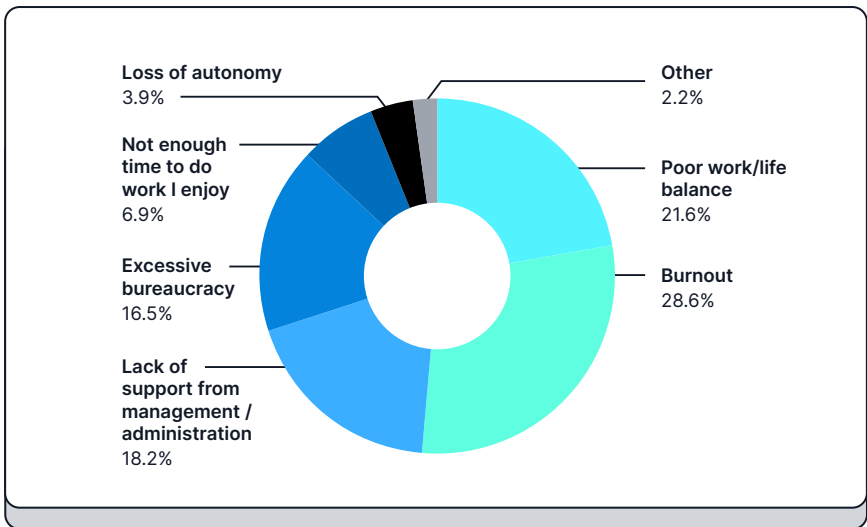
⁴ <https://www.mckinsey.com/industries/healthcare/our-insights/the-physician-shortage-isnt-going-anywhere>

Have you ever considered leaving the healthcare industry?



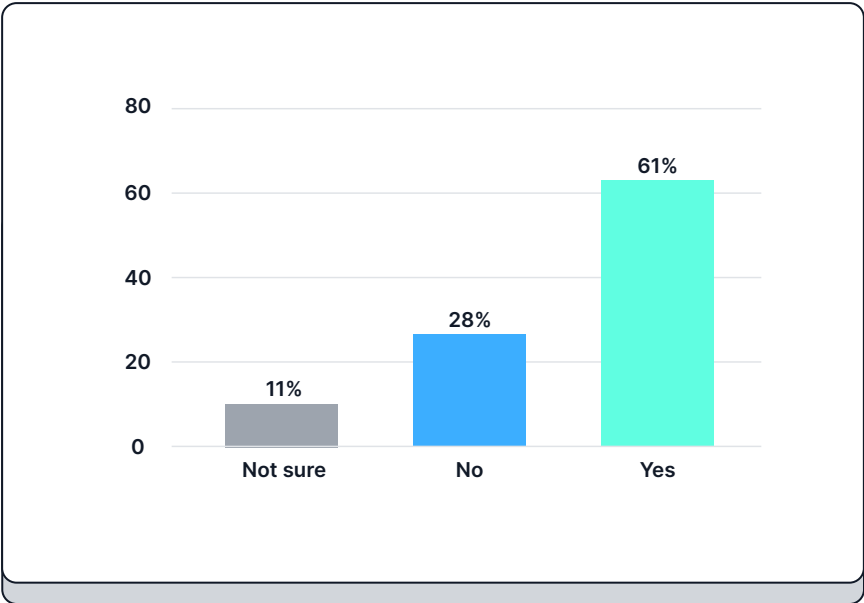
Burnout was the No. 1 reason cited by those contemplating leaving healthcare, followed closely behind by poor work/life balance. Lack of support from management was the third-most mentioned reason.

If you have considered leaving healthcare, why?



Healthcare workers are worried too – 61% of those we surveyed believe jobs like theirs are at risk of going unfilled.

Do you believe that administrative jobs in healthcare are at risk of going unfilled due to expected staffing shortages?



03

Blizzard '25: The administrative toll of reverification continues

Reverification season – known as “blizzard” by many in the industry – may officially last only a few weeks, but healthcare organizations start preparing for it months in advance. The reason? An enormous administrative workload that demands intense planning and resources.

At Infinitus, this is the busiest time of year for our voice AI agents, as they manage a surge in payor communications. This year, they spent a total of 1,438,097.5 minutes waiting on hold and 2,039,575 minutes navigating complex IVR systems as they made thousands upon thousands of calls.

Without voice AI agents handling this burden, human healthcare workers would have had to absorb it entirely. That’s a huge amount of time that could – and *should* – be spent supporting patients.

Our AI agents spent

1,438,097.5

minutes

or

23,968.3

hours

waiting on hold during 2025's Blizzard season

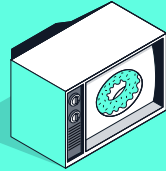
In that time:



You could walk the Earth's circumference three times



A snail could travel from Chicago to New York



You could watch every episode of the Simpsons' 36 seasons 10 times

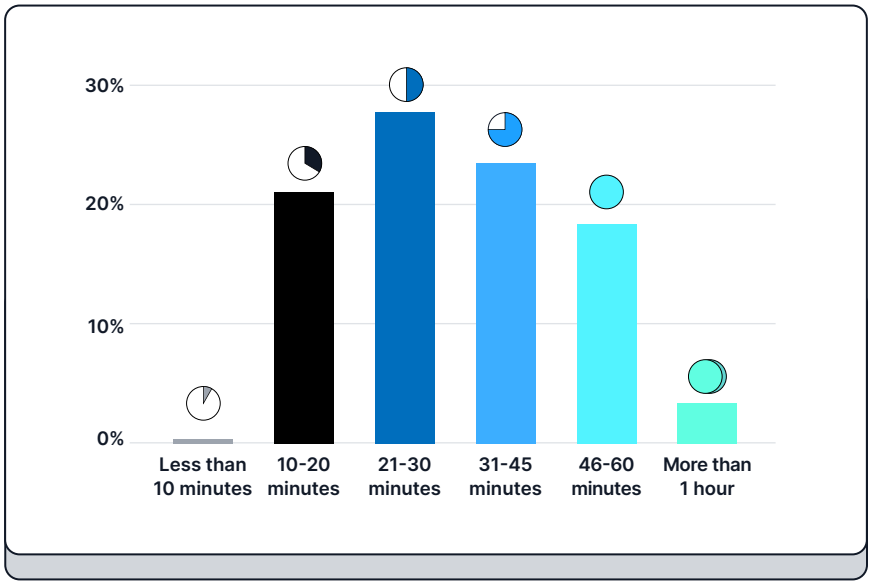
The longest time spent on hold by one of our voice AI agents this year was 3 hours and 27 minutes – and that significant wait followed an additional 3 minutes of IVR navigation. Our voice AI agent was then able to complete an approximately 10-minute conversation with a payor representative, before returning data to our customer.

The longest hold time for a single call was **3 hours, 27 minutes**



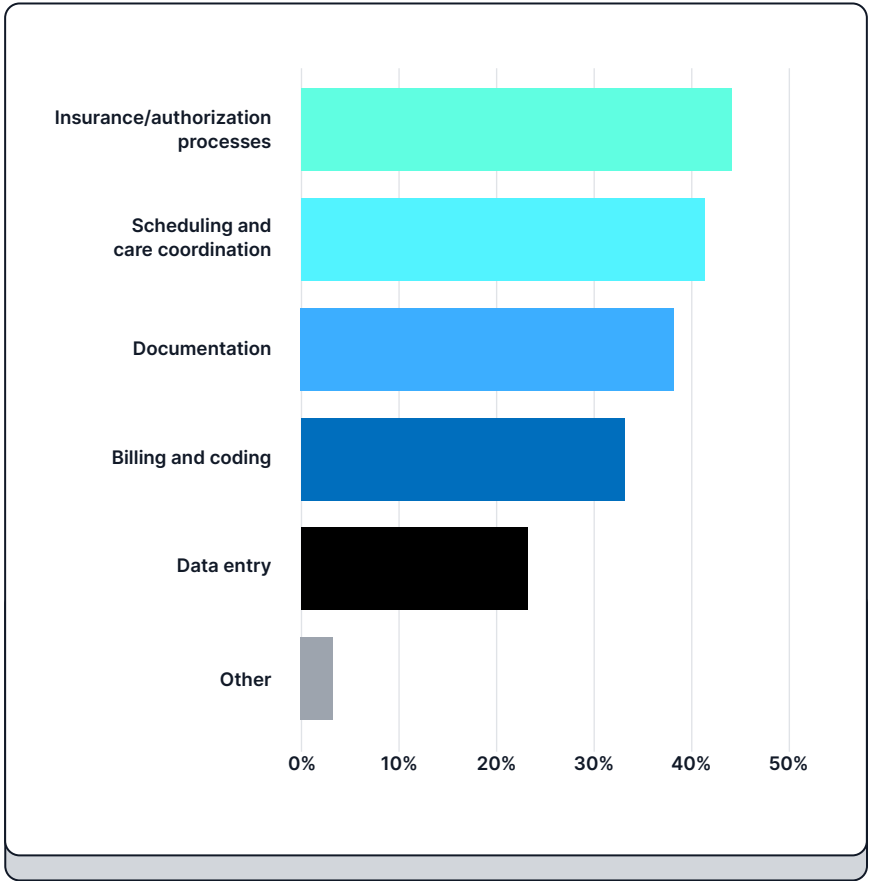
Total, that's nearly half of a work day dedicated to a single task – which would be a frustrating and unproductive drain on resources if taken on by a human worker. But unfortunately, in many cases, time waiting on hold still *is* part of the job description for many healthcare teams. And the majority of healthcare workers we surveyed say they've waited at least 21 minutes for a payor agent – if not for an hour or more.

What is the longest amount of time you can recall waiting on hold with a payor?



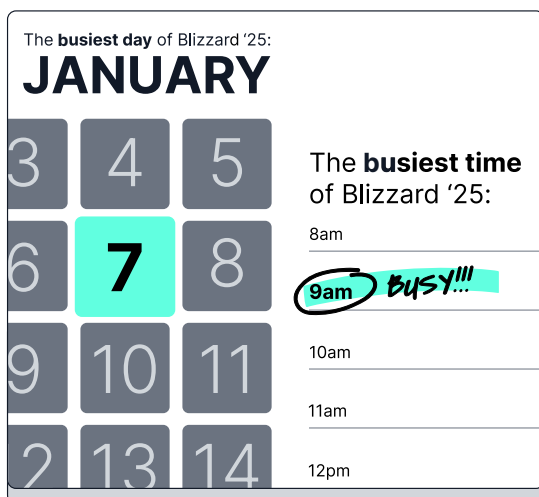
All of this just underscores what we already know: Administrative overwhelm is leading healthcare workers to burn out and leave the industry – and the insurance process is the biggest culprit, according to our survey respondents.

If you have experienced job-induced stress or burnout, which administrative tasks would you say contribute the most to these feelings?



Worth noting, this year’s reverification season differed from 2024’s in one curious way: Its peak. In 2024, the busiest day of January for healthcare teams calling payors was Jan. 2, which makes sense – it’s the first business day of the new year.

In 2025, however, activity peaked for Infinitus voice AI agents on Jan. 7, the fourth business day of the new year.



If there's some good news to come out of 2025's reverification season, it's this: At Infinitus, we were pleased to have been able to shave over 12% off the average length of our voice AI agents' conversations with payor representatives year over year. This is, in great part, because of our ability to collect increasing amounts of data from payors digitally before ever having to make a call.

While our voice AI agents don't mind lengthy waits or long conversations, efficiencies like this help payors to decrease wait times and field more calls – a testament to our commitment to improving information flow for the entire healthcare landscape.

12.4%

Infinitus average conversation length decrease, 2025 vs. 2024

04

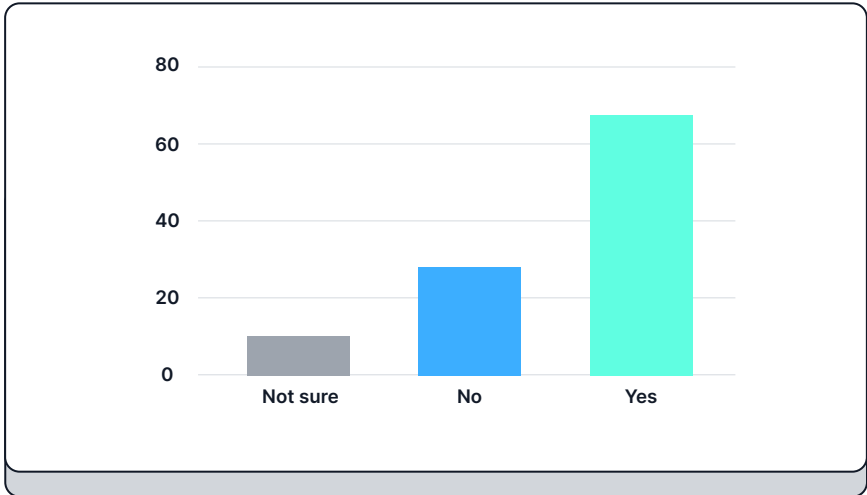
The integration challenge: Disjointed tech impacts patients *and* staff

“My workplace differs from no other healthcare workplace,” one survey respondent told us. “Systems are not unified or integrated citywide, much less nationwide. This leads to disruption in continuity of care.”

Said another: “[Our] EMR is fraught with problems and unable to integrate; billing is a separate program as are prior authorizations. A massive headache!” Added a third, “Nothing seems to work together!”

The time it takes to navigate between disjointed software systems, not to mention all the manual data entry required to ensure patients’ records are updated accurately, is significant. And the lack of technical integration has a real impact – on both healthcare workers and the patients they serve. In fact, 69% of survey respondents who interface with patients said admin work has interfered with their ability to provide patient support.

Has administrative work ever interfered with your ability to provide patient support?



Many agree it is a notable source of burnout. And while organizations do attempt to address these challenges and assuage this burden, they've only been able to do so with mixed results. 43% of those we surveyed didn't rate management's help as effective.

How would you rate the effectiveness of your organization's current support in addressing administrative burden?



05

From burnout to balance: AI agents and copilots offer a solution

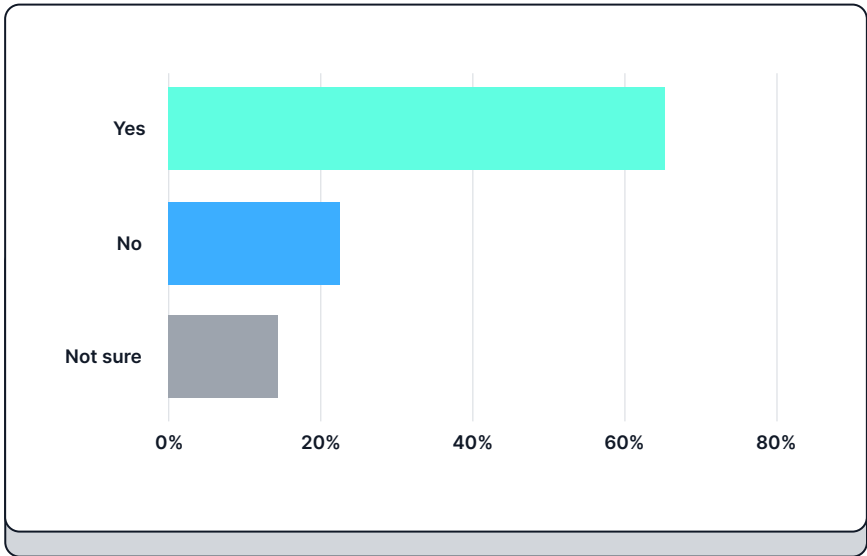
Imagine a future in which healthcare workers are no longer bogged down by endless administrative tasks, a future in which the mass exodus from the industry and resulting staffing shortages are things of the past. In this future, healthcare organizations have the ability to do more with less, alleviating the chronic strain on the system – and chronic strain on their own employees.

With AI, it's possible. And it's possible today.

Voice AI agents now have the skills necessary to make up for areas in which workforce shortages threaten patient outcomes. AI copilots can assist employees in getting work done faster, freeing up time to better serve patients or improve their own work/life balance. Together, these technologies have the ability to neutralize the threats to healthcare jobs that lead to low morale and contemplations of leaving the field.

Perhaps best of all, workers in admin roles agree that AI can be a solution: Most of the respondents to our survey believe there is an upside to using AI in their positions. And yet, 40% said their organizations are not using AI to address administrative challenges. Let's work together to change that.

Do you believe there is an upside in using AI in your role, either to be more efficient or offload tasks that are lengthy or redundant?



At Infinitus, we are building safety-first voice AI agents and copilots to solve healthcare’s ongoing workforce challenges and improve patient outcomes at scale. Our suite of voice AI agents and copilots is making real change today, alleviating unnecessary staff burdens and creating new touchpoints to help get patients on therapy faster – and help them stay on therapy, too.

For example, Infinitus voice AI agents helped one payor-owned specialty pharmacy’s employees spend more time with patients and less time making phone calls, while the agents’ speed helped them service patients faster. Our AI copilots take on the work of navigating interactive voice response (IVR) systems and waiting on hold so admin workers don’t have to, with one user telling us this “maintains [their] sanity.”

We would love to help you provide a better patient experience while also alleviating hiring stress and strain on your employees. To speak to an expert who can share the myriad ways voice AI agents and copilots can benefit your organization, send us a note today.

