

Hello AI

Price Sheet

Hello Voice AI Agent Workforce for Healthcare Practices

VERSION

v1.0

EFFECTIVE DATE

June 17, 2026

CURRENCY

USD

MODEL

Performance-based

RATE BASIS

Per completed task

BILLING CYCLE

Monthly

All rates shown are starting "From" rates. Your actual rates are set at implementation based on the systems Hello integrates with your practice and are confirmed in your agreement. Rates shown are in USD. This document is confidential and intended for authorized recipients only.

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BILLING MODEL

How Hello Bills

Hello Voice uses outcome-based, performance billing. You pay for the work your AI agent team completes: the workflows, automations, and tasks your agents handle for your practice. Every completed result appears as a clear line item on your invoice.

From rates shown. All rates in this price sheet are starting "From" rates. Actual rates are set at implementation based on integration complexity (L0-L4): the number of practice management systems, EHR platforms, payment processors, and external services required to complete each task. Your confirmed rates are documented in your implementation agreement and will match the rates on your invoices.

THREE BILLING CATEGORIES

CATEGORY	FROM RATE	WHAT IT COVERS
Standard Work	\$0.25 to \$1.50	Engaged interactions, reminders, smart routing, triage, warm transfers, and escalations. Channel-uniform: voice, SMS, and email bill the same rate for the same task.
Workflows and Tasks	\$1.50 to \$12.00	Appointment bookings, rescheduling, consent capture, insurance verification, lead qualification, patient intake, payment processing, pre-authorization, post-op sequences, and consultation lead qualification.
Recovered Revenue	\$4.00 to \$15.00+	Pre-cancellation intercepts, no-shows recovered, saved cancellations, referrals converted, outbound recovery bookings, patient reactivation, overdue balance collection (percentage-based), and agent-driven booking-to-payment.

NON-BILLABLE INTERACTIONS

The following interactions produce no task fee. Channel usage (voice minutes, SMS, email) still passes through at cost where applicable.

- **Misdial.** Caller disconnected immediately or reached a wrong number. No substantive exchange.
- **Sub-threshold voice.** Voice call under 30 seconds with no discrete outcome closed.
- **Sub-threshold email.** Email thread under 3 exchanges with no outcome closed.
- **System ping.** Automated health check, integration keepalive, or QA call with no patient interaction.
- **Voicemail delivered.** Hello left a voicemail. No live caller interaction occurred.
- **Sub-threshold SMS.** SMS thread with fewer than 3 messages exchanged and no outcome closed.
- **Failed outbound attempt.** Hello initiated outbound contact. Patient did not respond. No outcome produced.
- **Duplicate event fire.** Same event emitted more than once per session. Only the first fire per event type per session is billed.

CATEGORY 1

Standard Work

Standard Work covers engaged patient interactions and operational tasks where Hello completed real work but no high-value discrete outcome (booking, payment, intake) was closed. Channel-uniform: voice, SMS, and email bill the same rate for the same task type.

ID	EVENT NAME AND EARNED CRITERIA	FROM RATE
SW-001	Engaged Interaction Voice call of 30+ seconds OR substantive SMS/email thread of 3+ exchanges completed. Patient asked a real question and Hello answered it. No discrete outcome closed.	\$0.50
SW-002	Appointment Reminder Confirmed Hello sent an appointment reminder personalized with PMS data. Patient confirmed attendance. Confirmation captured before session close.	\$0.25
SW-003	Pre-Procedure Instructions Delivered and Confirmed Hello delivered procedure-specific pre-op instructions tailored from the EHR or protocol library. Patient acknowledged receipt before session close.	\$0.50
SW-004	Routine Action Completed Hello completed one discrete non-booking task: provided directions, processed a simple reschedule, created a callback ticket, or executed a simple transfer. PMS read required for at least one system lookup.	\$0.75
SW-005	Smart Routing with Clinical Context Hello read the patient's EHR or CRM record to evaluate routing criteria. Routing decision applied and patient directed to the correct destination without human intervention for the routing step.	\$0.75
SW-006	Emergency Triage and Escalation Hello identified a high-acuity signal during the interaction, applied triage rules against EHR data, escalated to on-call system or clinical staff. On-call system and EHR both accessed. Escalation record confirmed.	\$1.00
SW-007	Warm Transfer with Clinical Context Hello read the patient's EHR and prepared a clinical briefing. Handed off the live call to a clinician or senior staff member with the clinical summary delivered at transfer.	\$1.50

CATEGORY 2

Workflows and Tasks

Workflows and Tasks cover high-value outcomes your AI agents complete for your practice: appointment bookings, rescheduling, consent capture, insurance verification, lead qualification, patient intake, payment processing, pre-authorization, post-op sequences, and consultation lead qualification.

ID	EVENT NAME AND EARNED CRITERIA	FROM RATE
WT-001	Appointment Booked (No Deposit) Hello confirmed patient identity, located an available slot in PMS, created a confirmed appointment record, and sent a confirmation to the patient. PMS write confirmed.	\$1.50
WT-002	Appointment Rescheduled Hello cancelled the existing PMS appointment, searched for and identified a replacement slot, created the new appointment record in PMS, and sent patient confirmation. Replacement slot confirmed before session close.	\$2.00
WT-003	Consent Form Completed and Confirmed Hello delivered a consent form to the patient, captured the patient's affirmative confirmation, and wrote the signed consent record to the EHR or consent platform with audit trail before session close.	\$2.00
WT-004	Ticket Created with Full Context Hello completed patient identity verification, captured the inquiry with relevant clinical and account context via EHR lookup, and created a fully contextualized ticket in the practice ticketing system with routing complete.	\$1.50
WT-005	Insurance Verification Completed Hello submitted an eligibility inquiry to the insurance clearinghouse and received a response. Benefits parsed and verification result written to EHR before session close.	\$2.00
WT-006	Lead Qualification Hello applied the practice's qualification criteria (specialty, insurance coverage, procedure fit, urgency), confirmed the lead met criteria, wrote the qualification result to CRM, and routed the lead to the correct workflow.	\$2.50
WT-007	Care Gap Identified and Booked Hello identified a patient with an overdue care gap via EHR recall engine, initiated outreach, patient confirmed and appointment created in PMS before session close. EHR care gap record updated.	\$3.00
WT-008	Payment Processed (Standalone) Hello collected a payment from the patient via payment processor integration. Payment captured and confirmed. Patient ledger updated. No appointment booking associated with this transaction.	\$3.00
WT-009	Patient Intake Completed Hello collected the full required intake dataset: demographics, insurance information, referral source, and medical history. All fields written to EHR before session close.	\$3.00

Workflows and Tasks

ID	EVENT NAME AND EARNED CRITERIA	FROM RATE
WT-010	Appointment Rescheduled with Deposit Hello cancelled the existing PMS appointment, identified a replacement slot, captured a deposit via payment processor, created the new appointment record in PMS, and sent patient confirmation. Deposit and rebook both confirmed before session close.	\$4.00
WT-011	Appointment Booked with Deposit Hello confirmed patient identity, located an available slot in PMS, captured a deposit via payment processor, created a confirmed appointment record, and sent patient confirmation. Deposit and booking both confirmed before session close.	\$4.50
WT-012	Ticket Resolved End-to-End Hello investigated the patient's issue across required systems (EHR, ticketing, CRM), reached a resolution, closed the ticket in the ticketing system, and confirmed closure with the patient. No escalation required. Audit trail written.	\$4.50
WT-013	Pre-Authorization Completed Hello submitted a pre-authorization request to the insurance portal or clearinghouse. Authorization obtained or denial documented. Result written to EHR and PMS before session close.	\$5.00
WT-014	Post-Op Lifecycle Sequence Completed Hello completed the full Day 1, Day 7, and Day 30 post-procedure outreach sequence. All check-ins attempted and outcomes documented in EHR. Billed only when the complete sequence closes.	\$5.00
WT-015	Qualified Consultation Lead (\$2.5K to \$5K Procedure) Hello qualified a lead against the practice's \$2.5K to \$5K procedure criteria, booked a consultation appointment in PMS, and collected a deposit via payment processor. Lead record and attribution written to CRM. All three confirmed before session close.	\$8.00
WT-016	Qualified Consultation Lead (\$5K+ Procedure) Hello qualified a lead against the practice's \$5K+ high-ticket procedure criteria, booked a consultation appointment in PMS, and collected a deposit via payment processor. Full CRM pipeline record created with revenue attribution. All confirmed before session close.	\$12.00

CATEGORY 3

Recovered Revenue

Recovered Revenue covers outbound work where Hello brings patients back to your schedule or recovers money that would otherwise be lost. Hello bills only when the recovery is confirmed.

ID	EVENT NAME AND EARNED CRITERIA	FROM RATE
RR-001	Pre-Cancellation Intercepted Hello's risk scoring identified a no-show-risk patient. Hello initiated proactive outreach before the appointment was missed. Patient confirmed attendance or agreed to an alternative time. PMS record shows appointment active at session close.	\$4.00
RR-002	No-Show Recovered Patient missed their appointment. Hello initiated outbound contact within 7 days of the missed appointment. Patient rebooked a new appointment in PMS. Confirmation sent to patient. New appointment record confirmed before session close.	\$7.50
RR-003	Saved Cancellation Patient called to cancel their appointment. Hello applied a retention flow and offered alternative times or options. Patient agreed to keep or reschedule the appointment. PMS shows an active appointment at session close.	\$7.50
RR-004	Referral Converted to Booked Appointment Hello identified a pending referral in CRM or EHR, initiated outreach to the referred patient, patient booked an appointment in PMS. CRM referral source record updated with conversion status before session close.	\$8.00
RR-005	Outbound Recovery Booking Hello executed an outbound campaign targeting a defined patient segment. Hello's outreach produced a confirmed appointment booking in PMS. Campaign record updated with attribution before session close.	\$8.00
RR-006	Patient Reactivated Hello identified a lapsed patient (no appointment in 12+ months) via EHR, initiated segmented outbound outreach, patient agreed to reactivate and booked a new appointment in PMS. EHR and PMS both updated before session close.	\$10.00
RR-007	Overdue Balance Collected Hello initiated outbound contact for a patient with an overdue balance. Patient made a payment via payment processor. AR ledger updated with the collected amount. Fee is 2% of the amount collected. Minimum \$10.00 per transaction; maximum \$250.00 per transaction.	2% collected Min \$10 / Max \$250
RR-008	Patient Reactivated with Deposit Hello identified a lapsed patient via EHR, initiated outbound outreach, the patient agreed to reactivate, and a deposit was captured via payment processor at the time of reactivation booking. Payment processor and PMS both confirm.	\$12.00
RR-009	Agent-Driven Booking-to-Payment Hello executed complete end-to-end outbound work: campaign outreach, patient qualification, appointment booking in PMS, and deposit collection via payment processor. CRM pipeline updated with full revenue attribution. All steps confirmed before session close.	\$15.00

COMPOSITE EVENTS

Multi-Task Session Pricing

When multiple high-value tasks complete in a single patient session, a single composite rate applies instead of stacking per-event fees. Constituent events are audit-logged individually but only the composite fee is charged.

ID	COMPOSITE EVENT	CONSTITUENT EVENTS (ALL MUST COMPLETE IN ONE SESSION)	FROM RATE
CMP-001	New Patient Complete Onboarding	Patient intake (WT-009) + Insurance verification (WT-005) + Appointment booked with deposit (WT-011) <i>Full onboarding: intake, eligibility, and deposit in one call.</i>	\$2.50
CMP-002	New Patient Intake with Pre-Authorization	Patient intake (WT-009) + Insurance verification (WT-005) + Pre-authorization (WT-013) <i>New patient admitted with eligibility and prior auth cleared.</i>	\$2.50
CMP-003	High-Ticket Lead End-to-End	Lead qualification (WT-006) + Qualified consultation lead \$2.5K to \$5K (WT-015) <i>Lead qualified and consultation booked with deposit in one session.</i>	\$2.50
CMP-004	Appointment Upgrade with Consent	Consent form completed (WT-003) + Appointment rescheduled with deposit (WT-010) <i>Consent documented and appointment secured with deposit in one call.</i>	\$2.50
CMP-005	Emergency Intercept and Transfer	Emergency triage (SW-006) + Warm transfer with clinical context (SW-007) <i>Patient triaged and handed to clinical staff with full context.</i>	\$2.50

CHANNEL USAGE

Usage and Telecom Fees

Channel usage (voice minutes, SMS messages, email messages) is passed through to the client at cost plus a markup. Usage accrues on all interactions including non-billable calls. Telecom fees are billed monthly.

CHANNEL USAGE (PASS-THROUGH AT MARKUP)

CHANNEL	UNIT	CUSTOMER RATE
Voice	per minute	\$0.065 / min
SMS	per message	\$0.016 / msg
Email	per message	\$0.010 / msg

Usage appears as a separate line item on your invoice.

TELECOM AND COMPLIANCE FEES (MONTHLY)

FEE	MONTHLY RATE
Phone line (DID) Local or toll-free, per line	\$12.00 / line
A2P 10DLC US SMS compliance, per account	\$12.00 / mo

OPTIONAL CAPABILITIES

Add-Ons

Available on Performance-based and all Enterprise tiers. Activate at any time.

ADD-ON	PRICE	NOTES
Priority support pack	\$299 / month	Upgrades response SLA from 12 hours to 4 hours. Phone, chat, and email. Bundled in all Enterprise tiers.
Custom voice cloning	\$500 setup + \$99 / month	Branded practice voice cloned for Hello agents. Available as an add-on for Performance-based clients.
Multi-language pack	\$199 / month	Spanish standard. Additional languages on request.
Advanced analytics	\$149 / month	Cohort dashboards and custom data exports.
Additional phone line	\$12 / line / month	Each additional DID (local or toll-free).
Additional AWR seat	\$25 / seat / month	Each additional Agent Work Receipt seat: +300 interactions, +2 GB storage, +100K policy credits per month.
Implementation package	From \$7,500 (one-time)	Done-for-you setup: AI audit, PMS/EHR integration, custom voice configuration, BAA, and 10-day go-live. Bundled in all Enterprise tiers.
Hourly rate (out-of-scope)	\$300 / hour	Change orders and out-of-scope work. 15-minute increments, 2-hour minimum. Prepaid retainers: 10% off at 40 hours, 15% off at 100 hours.

PAYMENT INFORMATION

How to Make a Payment

Hello AI invoices are issued monthly. Payment is due within 30 days of invoice date unless otherwise agreed in writing. All amounts are in USD.

ACH / WIRE TRANSFER (PREFERRED)

Bank Name	
Account Name	
Routing / ABA	
Account Number	
Account Type	Business Checking

Wire transfers use the same account details. International: request SWIFT from billing@usehello.ai.

CHECK

Payable To	Hello AI
Mail To	1500 Grant Street, Suite R Denver, CO 80203
Note	Include invoice number on check

CREDIT CARD

Accepted	Visa, Mastercard, American Express
Processing	Stripe secure payment link
Note	A processing fee may apply

BILLING CONTACT

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BUSINESS ADDRESS

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Important Notices. This price sheet reflects starting "From" rates effective June 17, 2026. Actual rates charged on invoices are determined at implementation based on integration complexity and are documented in your implementation agreement. This document does not constitute a contract or binding offer. Rates are subject to change with 30 days written notice. For questions regarding rates on a specific invoice, contact billing@usehello.ai with your invoice number. This price sheet is confidential and intended for authorized recipients only. HIPAA Business Associate Agreement (BAA) signed before PHI processing begins.