

# Fight Health Insurance Makes AI Billing Assistant Doughnut Free for Patients and Providers

*Fight Health Insurance launches free AI billing chat for patients and providers, and adds customizable prior authorization letters for healthcare professionals*

SAN FRANCISCO, CA, UNITED STATES, June 3, 2025 /EINPresswire.com/ -- Conversational AI has become the interface people reach for first—text a question, get an answer. Today, FightHealthInsurance brings that ease to patients struggling with insurance. Anyone visiting FightHealthInsurance.com can open a chat with Doughnut to decode bills and plan their next steps for free. Healthcare professionals get the same chat experience inside FightPaperwork, now without a subscription wall, plus brand-new auto-generated, fully editable prior authorization (PA) letters.



Doughnut chat is here to help.

“

FightPaperwork is an amazing tool to decode denial lingo, generate what's needed, track appeals, and feel less alone fighting insurance for my patients' treatment.”

*Dr. Leah Spieler, MD*

## What's new

Doughnut chat for patients on [Fight Health Insurance](#): Gives FHI users clear, jargon-free answers and actionable billing help and next steps—at no charge. Free Doughnut chat for professionals on [Fight Paperwork](#): Removes paywall friction so any provider can get instant billing guidance before signing in to generate an appeal or prior auth. Customizable prior auth letters on Fight Paperwork: Embed payer policy language and medical-necessity evidence to cut prep time and reduce costly delays.

## Why Chat?

Healthcare should meet users where they already are. Yet most billing portals still feel like static

'90s web forms. Doughnut replaces those forms with a familiar chat bubble that patients and staff understand—delivering instant answers, policy citations, and document drafts without a training manual.

This approach aligns with broader tech trends: 67% of consumers now prefer conversational AI for support, and 81% consider it essential (Zendesk 2025). Meanwhile, 71% of companies are already using generative AI tools in at least one function (McKinsey 2025), and Gartner projects that 80% of service teams will adopt generative AI by 2026.

By opening Doughnut to patients for free—and to professionals without a subscription—Fight Health Insurance brings expert billing help into a format people already use every day. No paywalls, no learning curve, just clearer paths to coverage for everyone involved.

### Prior Authorization Support Is Here

The paperwork battle often begins before a denial. Fight Paperwork now drafts and tracks prior authorization requests so patients get care sooner. AMA 2025 survey highlights: physicians handle 39 PA requests a week, spend 12 hours on them, and 94% say these hurdles delay necessary care; 78% report patients sometimes abandon treatment entirely. (ama-assn.org, azmed.org, ama-assn.org) Editable, PA letters inside Fight Paperwork mean fewer phone calls, fewer faxes, and treatments that start days sooner.

“Whether you’re a solo therapist chasing reimbursement or a patient staring at a denial letter, the common theme is uncertainty,” said Holden Karau, co-founder of Fight Health Insurance. “Bringing expert chat assistance to both sides—and giving clinicians editable PA letters—means less guesswork and faster care.”

### Availability

Doughnut chat for patients: free on Fight Health Insurance and for professionals: free on Fight Paperwork

Customizable prior authorization letters: included in existing Fight Paperwork plans.

Coming soon: accelerated chat (we’ve got some exciting new hardware to make it go even faster!)

### See it in action

Watch a two-minute walkthrough of Doughnut and editable PA letters:

<https://youtu.be/Avkz8QZRxOI>

### About Fight Health Insurance

Fight Health Insurance builds AI tools that untangle healthcare paperwork so patients and professionals can focus on care, not bureaucracy. Our products: Fight Health Insurance (for patients) and Fight Paperwork (for professionals), generate appeals, prior authorizations, and now deliver expert chat guidance. Learn more at <https://fightpaperwork.com> and <https://fighththealthinsurance.com>.

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