



Health Insurance Member Support

Compassionate & Professional Care

Client

Health insurance company providing medical, dental and vision plans to its members sought a HIPAA compliant BPO partner to help with its expansion into different states.

Solution

Our portfolio partner provided knowledgeable healthcare agents to deliver concierge customer care to the client's members across the USA. This quality program was a cost-effective solution allowing the carrier to continue to offer best-in-class service and affordable healthcare plans.



Member Services

- Benefit enrollment
- Eligibility questions
- Provider searches
- Issue resolution



Care Management

- Prior authorizations
- Coverage review
- Patient services
- Prescription services



Claims Processing

- Timely claims processing
- Data entry
- Benefit coordination
- Provider correspondence



Revenue Generation

- Renewals
- Conversion
- Loyalty programs.

Need Healthcare Agents?

Our firm represents a portfolio of elite contact centers.



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BPO Consultancy Firm
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