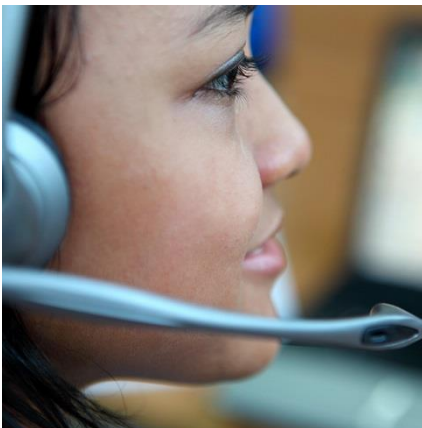


Clinical Call Center Management

Making the right call on staffing.



Our Solution

- Toll-free, 24/7 support through live customer care agents over phone, SMS, chat and interactive voice response systems.
- Innovative predictive monitoring offerings that provide valuable information to help you understand the key issues your callers face.
- Professional clinical credentials, including Registered Pharmacists (PRH), Pharmacy Technicians, MDs, and RNs.
- Fully leveraged sites with multiple Centers of Excellence.

When it comes to managing your customer care services, people matter. With clinical call center solutions from Conduent, we bring together the best mix of staff, technology, training and quality management so your callers receive extraordinary customer care at every touch point.

By combining world class technology with more than four decades of experience supporting government and commercial programs, we connect the right resources with the right people – right when they're needed.

A Balanced Staffing Model

Our clinical call centers are staffed by a mix of CSRs, licensed pharmacists and pharmacy technicians. This balanced staffing model allows us to deliver high-quality customer service at the lowest cost per hour or per call. By maintaining the correct mix of staff, we match the caller to the appropriate agent, ensuring that all callers – whether pharmacists, prescribers or members – receive the exact level of support needed to resolve the issue the first time.

Experienced Partner

At Conduent, delivering excellent customer experiences is a core value. With more than 4.2 million transactions conducted annually, we offer a proven approach to reducing administrative expenses while improving clinical customer service. And our deep investment in client solutions means we help you easily manage fluctuations in staffing level demands – saving you time and resources so you can focus on your core business.

Commitment to Quality

We offer a flexible approach to service delivery, tailoring our solution to meet your needs. When a large healthcare provider needed help managing the customer service component of their new Medicare Part D program, we created a solution that included comprehensive employee training programs focused on ensuring their members would understand the complex and confusing subject matter.

Working together, membership in the program grew while average speed to answer time fell to 30 seconds. We made it easier for their members to get the information they needed, when they needed it – and achieved consistent quality scores of 97 percent to 98 percent in the process.

Our Qualifications

- Experienced professionals respond to over 4.2 million calls and faxes annually.
- More than two decades of experience in contact center management.
- Active involvement with the National Council for Prescription Drug Programs (NCPDP).
- Decades of experience with commercial HMOs, state Medicaid agencies, insurance administrators, self-insured employer groups, state employee benefits programs, workers' compensation programs, and senior drug programs.

Our Recognitions

- Seven-Year Quality Award Winner.
- Five-Year ACCE Award Winner.
- CIAC Pacesetter Award.
- J.D. Power Contact Center Certification.
- Gartner Magic Quadrant qualifications.

Our scalable suite of clinical call center services includes:

Provider and Member Services

- Customer service for pharmacies, physicians, and members

Medication Therapy Management Program

- Registered Nurses provide health assessments and assist with identifying cost effective drug alternatives
- Licensed Pharmacists offer greater expertise to support the RN efforts
- Required by Medicare Part D Legislation
- Outbound and inbound calls

Clinical Services

- Outbound and Inbound clinical call center services including:
 - Prior Authorizations (PAs)
 - Therapeutic Consultation Programs (TCP)
 - Nurse Care Managers
- Review drug utilization with seniors during pre-scheduled calls

Leading Technology

- Interactive Voice Response (IVR)
- State-of-the-Art Computer Telephony Interface (CTI)
- Customer Relationship Management (CRM)
- Advanced Switch/Multiple Platform Integration Solutions
- Avaya Call Management system
- Witness Scheduling software

Scalable, Customizable Solutions

- Flexible staffing, with room for additional build-out potential
- Able to implement secure, remote worker programs

100 Percent Call Recording

- Voice and screen capture capabilities
- Quality assurance and research capabilities on all calls for issue resolution and training purposes

Quality Staff

Customer service aptitude and experience with proven continuing education partnerships

You can learn more about us at www.conduent.com/govhealthcare.

