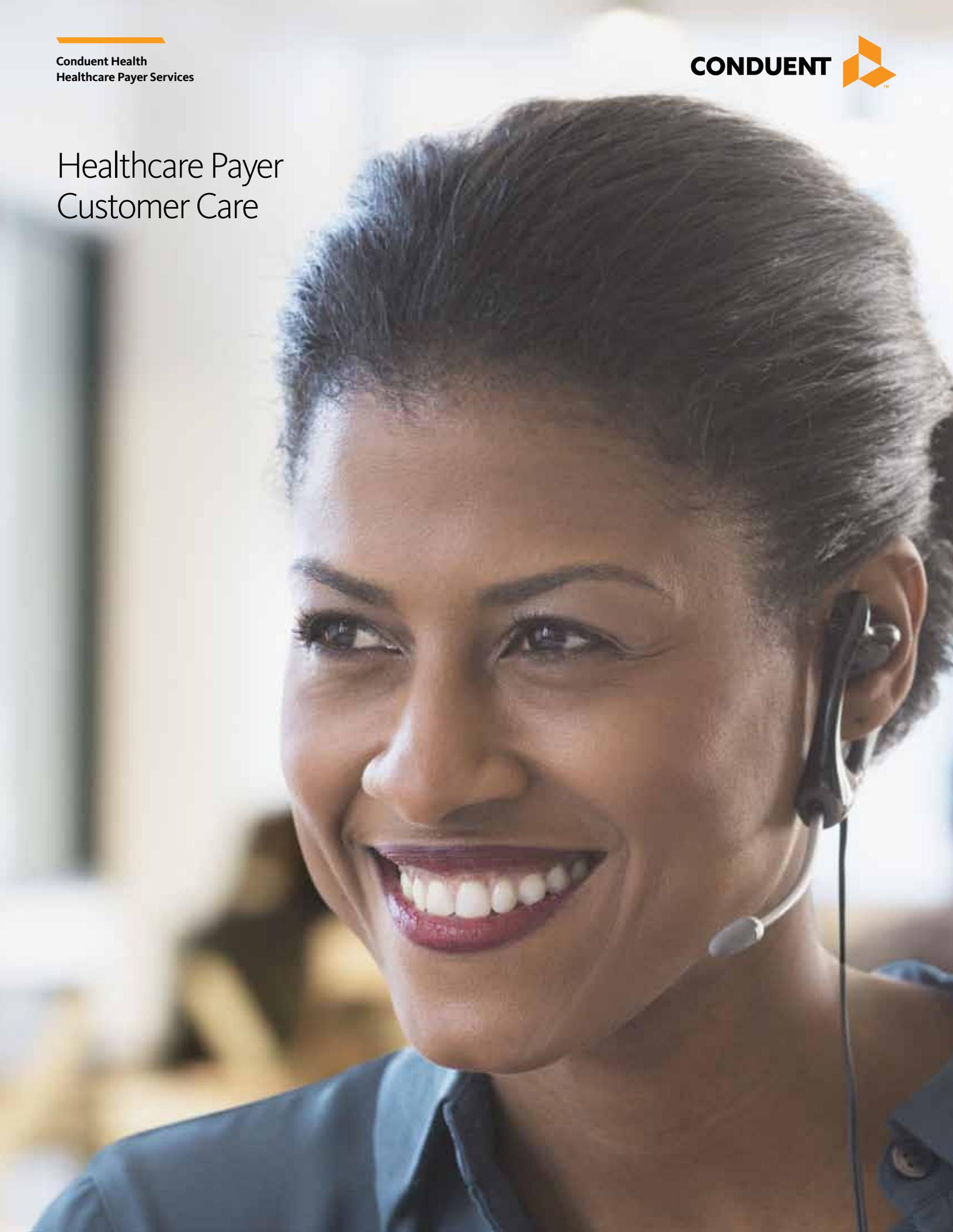


# Healthcare Payer Customer Care



# Why trust Conduent with your health insurance customer care services?

**Simple:** with extensive experience in the rapidly changing healthcare environment, we have the leading expertise and innovative offerings to maximize your overall customer care operations by improving customer satisfaction, increasing your revenue and decreasing your costs.

With the changing healthcare landscape, member retention along with member satisfaction are more crucial to the long-term success of your business. We assist health plans by handling a variety of customer care services including:

- Account management
- Activations
- Collection programs
- Customer service
- Device and technical support
- Help desk
- Sales support
- Telemarketing campaigns



## Manage Costs and Improve Customer Satisfaction

### Extensive Payer Experience

- 2/3 of U.S. insured patients are touched by our services
- 40+ years of government and commercial health program experience
- 29 U.S. states, Puerto Rico, and the District of Columbia are supported by our services
- 100+ payer organizations are supported
- 20 of the top 20 U.S. managed healthcare plans are clients
- 19 of the top 20 BCBS organizations are clients
- Over 25,000 employees dedicated to healthcare; over 15,000 dedicated specifically to health plans
- 52,000 dedicated agents, 10,000 dedicated to health plans
- 160 customer care sites
- 30+ languages supported
- 2.5M calls / interactions daily
- Licensed and low cost home based agents

## Innovative Customer Care Services

### Inbound Payer Services

- Benefits explanation and verification
- Claim's status
- Complaints and appeals
- Eligibility verification
- Enrollment services
- Locate provider(s)
- Payment explanation
- Product and services info
- PCP change
- Referral requests and status

### Outbound Payer Services

- Disease management programs
- Health reminders
- Missing or invalid info
- Satisfaction surveys
- Welcome calls

## Customer Care is Our Business

Outsourcing your contact center applications, or changing your current provider, can be a complicated and risky proposition. It's imperative to select a provider with the industry experience to proactively manage your business – and the flexibility to meet your customized requirements.

We handle millions of customer interactions daily in our state-of-the-art facilities. Our integrated suite of automated and live agent channels provides consistency and maximizes the customer experience across all touch points, including:

- Phone
- Social networks
- Chat
- SMS / Text
- eMail
- IVR
- Web-self service





#### About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at [www.conduent.com](http://www.conduent.com).

#### We're Obsessive About Customer Experience

In a world where customer experience is the one thing that will set you apart from the competition, we're constantly looking at ways to make customer care better, faster, and more efficient.

We are a leading provider of licensed agents for the healthcare industry. Licensed agents have a deeper understanding of healthcare, can provide better customer care, and provide health plans year-round sales capabilities.

Our best-of-breed call centers, cutting-edge technology and constant innovation transform the customer experience at every touchpoint. Through the intelligent combination of people and software, we help you cut costs and deliver better service.

