

## Licensed Agents



Support the top 20 largest US health plans



Employ 22,000+ healthcare professionals; 15,000 dedicated to health plans



Our services touch nearly 2/3 of the U.S. insured population



We have 52,000+ call center agents; 10,000 dedicated to health plans

### 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).

With the expansion of health insurance to millions of Americans, health plans need robust operations to enroll and communicate with new members. This includes a growing need for licensed agents to support a number of tasks.

We are a leading provider of licensed agents for the healthcare industry. Licensed agents have a deeper understand of healthcare, can provide better customer care, and give health plans year-round sales capabilities. For Medicare Advantage (MA) plans, they can even help health plans achieve a higher star rating in CMS' Five-Star Quality Rating program, leading to increased cash flow for the MA plan.

### Recruiting Quality Agents

We first try to recruit agents with the applicable state license. In many cases though, finding enough licensed agents isn't possible, so we also work to recruit quality agents with specific skill sets. This allows us to train these new agents and obtain their needed licenses in a shorter timeframe.

### Agent and License Management

We have dedicated experts that work with the agents to manage and develop their skills so they become the best licensed agents possible. We also work with the agents and management to forecast license renewal needs and ensure the agents are proactively taking the right steps to maintain their active licenses and not allowing them to lapse.

### Benefits of Our Licensed Agent Services

Licensed agents give health plans the benefit of year-round sales, are more knowledgeable about healthcare, and are higher performing than non-licensed agents. The catch is they're tougher to recruit and you have to proactively manage their license renewals. Let us handle the hiring, training, and maintaining of licensed agents to handle the large swings in call volume that come with AEPs. The end result of using our licensed agent services is improved customer satisfaction and increasing enrollment during this pivotal time in healthcare.