

Overflow Call Center Services

Customer service operations when you need them.



Our extensive customer care resources and technologies can provide you with quick, reliable overflow call center support.

The implementation of the Affordable Care Act (ACA) has increased the demands on Medicaid and other public assistance programs. Each year the open enrollment period brings challenges to states, whether they operate a state marketplace, rely on the federal exchange or use another approach. Answering calls related to the ACA, Medicaid and other public assistance programs can be unpredictable and overwhelming even with the best planning.

While states are focused on determining eligibility for benefits, your call centers may need support during open enrollment or throughout the year in order to provide focused customer service.

Conduent can help. We have extensive customer care resources and technologies and can provide you with quick, reliable overflow call center support on an as-needed basis. By handling Tier 1 and Tier 2 calls, we can relieve the burden on your agency when additional calls and walk-in traffic overwhelm existing resources as a result of the increased demand.

Your calls will be answered with professionalism and care. We quickly learn your programs and processes, tailoring call scripts to your state while using best practices and providing respectful and caring responses to customer inquiries.

Why Conduent?

Since the ACA implementation we have assisted several states including CT, NJ, KY, VA, NM, AZ and NV with successfully handling unanticipated call volumes.

- Our Tier 1 call center support can be set up to handle overflow calls quickly.
- Trained Customer Service Representatives (CSRs) experienced in both public and commercial health insurance environments, as well as human services programs
- Proven call center solutions with more than 30 centers serving health and human services programs across the U.S.

- Large-scale Medicaid program-specific call center experience
- Capacity to rapidly deploy call center operations and qualified personnel
- Ability to scale up or down and quickly hire and train additional staff as call volumes increase
- Advanced call center technologies and efficiencies
- Experience establishing emergency call centers in times of disaster, such as Hurricanes Katrina and Gustav

Conduent is a trusted provider to many government and commercial organizations. We operate over 150 domestic and global multilingual centers for our customers, many of which provide 24x7 customer service.

Rapid Response for Tier 1 Calls

Call center support for basic customer inquiries, also known as Tier 1 calls, can be set up as quickly and efficiently.

Tier 1 call supports include:

- General information about the ACA, Federally Facilitated Marketplace (FFM), Medicaid and CHIP programs or other human services programs
- High-level eligibility rules (income levels, family size, etc.) – not an eligibility pre-screen, but a “likely” indication
- How to find brokers and/or navigators to assist in face-to-face meetings
- Directing callers on how to complete the FFM application and/or state-based application and renewal process
- “Triage” calls to get further assistance by the FFM or other state agency or program
- Documentation of calls in a Conduent™ customer relationship management system (CRM). We can work with states to populate notes and/or data from our CRM to a state system if needed.

We welcome the opportunity to help you meet the challenges of healthcare reform.

Implementation for Tier 2 Calls

Tier 2 calls, or inquiries requiring more in-depth responses, can be supported by Conduent or state staff. Implementing our call center support for Tier 2 calls requires integration with state systems and a longer timeframe for setup, but can be accomplished within 120 days.

Tier 2 call activities include:

- Assisting individuals/employers/employees in completing applications for FFM, state-based exchange or Medicaid
- Supporting eligibility determination for any program
- Enrolling participants in programs
- Case management (changes to accounts)
- Federal reporting
- Interfacing with state systems

If your state is already under contract with Conduent for any products and services, you may be able to add overflow call center services and eliminate the time and costs of procurement. There also may be other contracting vehicles available in your state.

For more information, contact your Conduent account representative or visit www.conduent.com/customer-care.

