



After-Hours Contact Center

Delivering Value through Personalization

Support for Your Members and Providers – Whenever They Need It

Customer experience is the foundation of your relationships with members and providers. Attentive, responsive support sets you apart from your competitors, increases satisfaction, and reduces attrition in a customer-oriented marketplace. Healthcare issues don't wait for convenient times of day. When your members or providers call in with urgent questions about coverage or referrals, they expect and deserve immediate attention, leading to higher retention and satisfaction—and a higher Net Promoter Score (NPS).

Firstsource's After-Hours Contact Center extends your support capabilities, allowing you to offer uninterrupted, high-quality customer care, whenever issues arise—even nights and weekends.

A Seamless Extension of Your Support Strategy

Firstsource brings together world-class contact center and back-office solutions to provide exceptional support to you and your members and providers.

After-hours telephone or multi-channel coverage for urgent late-night calls

1

Weekend coverage to address inquiries on the customers' schedule and prevent Monday morning backlogs

2

Reduced administrative backlogs with optional back office tasks, such as physician verification and basic claims processing between calls

3

Advanced technological infrastructure for handling high volumes of customer interaction

4

Trained, skilled Contact Center associates who are knowledgeable about the intricacies of the healthcare industry

5



Unique Expertise in a Complex Industry

The healthcare industry is unique and complex. Therefore, contact centers for healthcare customers can't be like other call centers. Staff must have an understanding of healthcare issues and processes from both the member and the provider perspective. Systems and processes have to be fully HIPAA compliant. When urgent questions and medical emergencies can't wait until Monday, associates should be available to take calls 24 hours a day, seven days a week.

Firstsource offers all those essentials, along with omni-channel communications and technology—and a commitment to maintaining your high standards for quality member and provider support.



CONTACT US

Simon Carlton
Executive Vice President, Sales & Marketing

(720) 539 5588
simon.carlton@na.firstsource.com
www.firstsourcehealthcare.com



Helping Customers Stay Ahead of the Curve through Transformational Technologies and Capabilities

Firstsource Solutions Limited is a leading provider of customized Business Process Management (BPM) services. Firstsource specializes in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.