



Member Enrollment, Billing and Eligibility Services

Delivering Value through Personalization

Empowering Your Business with Comprehensive Member Support

High-Quality Customer Care Delivery

- Service new and existing members with enrollment, renewals, plan changes, claim status, and day-to-day inquiries such as benefits, coverage and products
- Supplement current staff during high-volume periods (such as open enrollment), or provide after-hours and weekend coverage
- Establish a pattern of pleasant, professional interactions that reduces stress and increases loyalty

Streamlined Billing and Revenue Collection

- Get paid faster through accurate, efficient data and file submissions to CMS
- Assess the accuracy of retrospective billing, reconcile reimbursements, and minimize improper payments
- Effectively audit and analyze member eligibility and benefits along with billing and clinical documentation

Helping Members Navigate Federal Health Benefits

- Handle the intricacies and specific requirements of Medicare and Medicaid eligibility
- Establish your company as a source of information, guidance and support
- Ensure a smooth conversion into the appropriate programs

CONTACT US

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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.