



## Customer Service Management

Our Customer Service Management solution provides Health Plans with a holistic solution to manage all customers, applicants, providers, agents and prospects' service-related processes.

# Features



Integrates with telephony system to capture caller information



Tracks the status of each event through color coding thus avoiding breach of SLA's



Captures the RSVP data for webinars



Handles separate workflows for applicants/ members/ members representatives/ providers/ agents/ prospects



Standard / custom reports based on selected criteria



Automatic email notification



# Benefits



Manages all service related processes of applicants/ customers/ providers/ agents/ prospects in structured manner



Helps to solve issues through real time accurate information from dependent systems



Optimize open tasks efficiently



Helps manage marketing efforts effectiveness



Reports/ Analytics for effectiveness CMS/ internal management



# Our Other Solutions



Eligibility, Enrollment and Member Management



Premium Billing



Claims Adjudication Solution



Encounter Data Processing System (EDPS)



Utilization Management



Provider Portal



Appeals, Grievances and Complaint Tracking Module



Member House



Provider Villa





**Transforming Healthcare**

For more information on our products and services, please reach out to:

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