



## 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



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



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



Standard / custom reports based on selected criteria



Captures the RSVP data for webinars



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 effeciently



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:

**Maru Krishnamurthy**

Vice President, Strategy and Growth



[marutheeshk@mirrahealthcare.com](mailto:marutheeshk@mirrahealthcare.com) | [info@mirrahealthcare.com](mailto:info@mirrahealthcare.com)



+1 573 418 9707 | +1 844 476 6900

[www.mirrahealthcare.com](http://www.mirrahealthcare.com)

