



ICT Healthcare Services:

MEMBER/PROVIDER CARE

Specialized Contact Center Services Designed to Reduce Costs and Improve Satisfaction

ICT Healthcare Services:

Comprehensive solutions designed to improve efficiency, optimize performance and ensure long-term retention:

- Member and provider customer service
- Member enrollment, welcome and orientation
- Member satisfaction, COB and healthcare assessment surveys
- Seminar recruitment and patient/member outreach
- Physician locator and referral services
- Provider credentialing, recruitment and outreach
- Licensed agent sales support
- Automated outbound alerts
- Discount healthcare, dental, prescription plan support
- Back-office data capture/management and imaging
- Claims processing

Today's health plans face a unique set of challenges. Hundreds of independent regional and national health plans are all vying for the same members – whether you're an individual, commercial, special needs or government-sponsored plan. Not to mention, the increased pressure to grow membership while keeping your existing base satisfied and administrative costs down without sacrificing quality or performance.

Based on our solid performance and years of experience working with healthcare organizations, ICT Group understands the challenges you face when it comes to member and provider touch points. We also know that now, more than ever, it is essential to provide exceptional service, attention and care whether answering the phone, processing a claim or responding to a web inquiry.

Demonstrated Healthcare Expertise

ICT Group has over 20 years' experience in outsourced customer management services, including hands-on experience directly supporting several of the country's largest health plans, multiple regional organizations and 3 of the Top 5 pharmaceutical manufacturers.

The Company's Healthcare Services division offers HIPAA-compliant contact center and

back office services to keep your administrative costs in line. We can help improve your operating efficiency while increasing member/provider satisfaction across all customer touch points.

Our live agent and automated solutions enable you to focus on core processes, while we manage the fluctuations that can typically affect enrollment, inquiry management and claims processing.

ICT Healthcare Services also has extensive experience supporting patient and medical information hot lines as well as providing service for regulatory affairs, quality assurance and adverse event recognition and reporting programs.

About ICT Group:

ICT Group is a leading global provider of customer management and related marketing, technology and business process outsourcing (BPO) solutions with 40+ operations centers and over 20,000 sales and service representatives worldwide.

Call ICT Healthcare Services today to learn more about our comprehensive member and provider support services.



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