

Patient Access Advocate

Call Center Services to Help Drive Both Patient Satisfaction and Revenue

What We Know



75% of consumers think automated systems waste too much time before connecting to a live agent.¹



Waiting on-hold for too long is the #1 reason for consumer dissatisfaction.



2 negative phone experiences—that's all it takes to diminish a caller's perception of your organization.²



75% percent of claim denials are related to eligibility, verification, and authorization deficiencies.³

What We Do



Connect the caller to a live person in **less than a minute.**



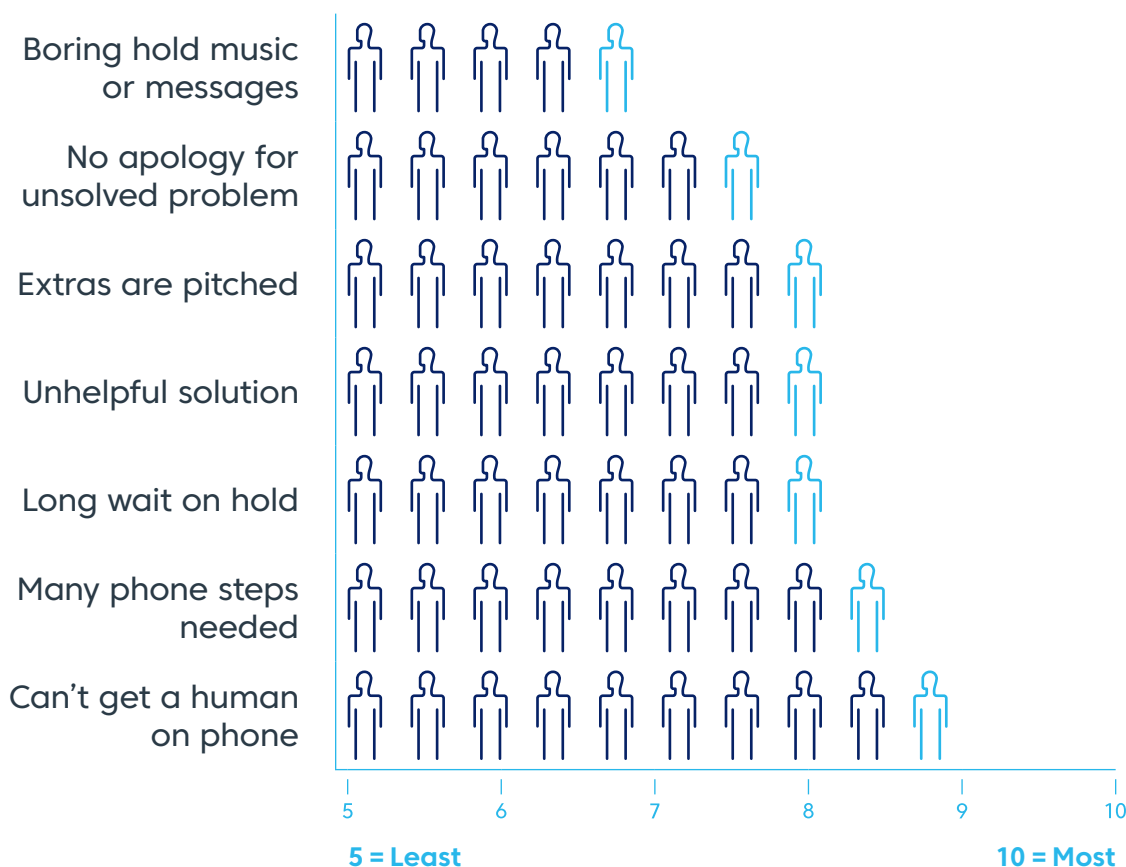
Treat every caller **like a VIP.**



Verify eligibility and prompt authorization upfront.

Source: ¹ Harris Interactive Customer Experience Impact Report, 2011 ² Frost & Sullivan, 2014 ³ Verify Eligibility and Improve Workflow, Eligibility Verifier

Customer Service Problems that Infuriate People Most



Source: Consumer Reports, 2014

How Our Patient Access Team Drives both Patient Satisfaction and Revenue

- Offers live assistance in less than 60 seconds
- Provides Information
- Answers questions
- Solves problems
- Conveys empathy and a desire to help
- Delivers 99% routing accuracy

The Change Healthcare Difference



An outstanding healthcare call center can help you reduce costs through greater efficiency, and drive revenue through streamlined services and increased patient satisfaction.

To learn more about how our call center services could help your organization, contact us at **1.800.806.5730** or www.changehealthcare.com/callcenter