Customer Service Problems that Infuriate People Most

- Boring hold music or messages
- No apology for unsolved problem
- Extras are pitched
- Unhelpful solution
- Long wait on hold
- Many phone steps needed
- Can’t get a human on phone

What We Know

- 75% of consumers think automated systems waste too much time before connecting to a live agent.
- Waiting on hold is the #1 reason cited for consumer dissatisfaction.
- Long wait on hold is the #1 reason cited for consumer dissatisfaction.
- In many cases, people are so frustrated with disappointing situations that they do not call back.

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.

Changehealthcare.com

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.

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Customer Service Problems that Infuriate People Most

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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.