

Inbound Call Support

CareCall's Inbound Call Support Services enable your organization to establish a remote call center that seamlessly provides inbound customer support. Working together as your partner, our representatives service your customers promptly and courteously...whether they are for:

- Open-enrollment support
- Overflow support
- Extended service hours support
- Special projects / seasonal support
- Marketing support
- Provider support

SERVICES

CareCall is the recognized leader in call support services within the health care industry. Specializing in managed care, CareCall provides services to over 100 organizations nationwide, providing a knowledgeable and courteous representation within a cost effective solution.

CareCall focuses on understanding your business so we can bring value to the effort, value that increases customer satisfaction and bottom line benefits. We work with you to develop processes and protocols to meet your business objectives.

CareCall can help reduce the burden on your customer service center. CareCall can provide flexible staffing models, adjusting to actual call volumes. CareCall monitors call volumes in order to maximize service levels, and minimize hold times and abandonment rates.

CareCall representatives go through comprehensive training programs to help understand service objectives, to provide quality support and to empower themselves to meet the needs of your customers.

With our technology solutions and dedicated technology professionals, CareCall can meet the most challenging demands of your business. CareCall's support is designed to operate on standard platforms. Advanced hardware and software solutions ensure CareCall representatives have access to all necessary and appropriate information.

BENEFITS

We bring complimentary skills to your organization, helping you to ensure the continued success of your operation. The benefits of outsourcing inbound call support are:

- An as needed, on-demand workforce
- Courteous, trained representatives
- Minimized staffing, supervisory, training & turnover costs
- No investment in equipment or maintenance costs
- Flexible commitment times
- Capped investment

PRICING

CareCall offers a number of pricing models for an inbound support, including a flat-hourly rate, a per-call rate, and a per-minute rate. These rates can be based upon short term or long term commitments, depending upon your organizational needs.

Whatever your requirements, you need a partner you can depend on to represent your organization with the highest degree of integrity, in a courteous and professional manner. As an extension of your service organization, CareCall ensures a seamless representation of your principles and standards of quality service.

THE CARECALL ADVANTAGE

CareCall provides a powerful advantage for many of America's major organizations. We handle hundreds of thousands of calls every month on their behalf, extending and enhancing service operations. The success of your business is our business. Call CareCall, today!

Make CareCall Your Customer Service Partner