

# Medicare Support Services

CareCall, the recognized leader in call center services for the managed care industry, has become even more specialized in servicing the needs of Medicare Advantage and Special Needs Plans.

Organizations contracting with CMS can be hard pressed to stay in compliance with established guidelines and performance levels. CareCall can provide valuable assistance in not only meeting those requirements, but also helping to improve overall service levels which in turn helps improve overall member loyalty and retention.

## **CUSTOMER SERVICE SUPPORT**

CareCall can enable your organization to establish a remote call center that seamlessly enhances your support capabilities. Working together as your partner, our fully trained and experienced team of representatives can become an extension of your workforce. Our unique per-minute pricing methodology provides an extremely cost-effective solution for expanding your efforts.

CareCall can provide:

- Overflow support to improve service metrics
- Extended hours coverage (including weekends and holidays)
- Seasonal support (open enrollment)

## **CUSTOMIZED MEMBER OUTREACH PROGRAMS**

When it comes to contacting members and obtaining important information, CareCall can help you maximize contact rates within limited time periods with a combination of telephone, mail and Internet efforts. And our unique per-completed call pricing methodology provides a financially attractive alternative to in-house operations.

CareCall provides cost-effective solutions for meeting CMS requirements, while maximizing member contacts in a timely manner, thus providing a definitive impact on compliance, utilization and outcomes.

CareCall member outreach programs include:

- Educational Outreach- Improve member retention and goodwill; help educate members on proper utilization of services.
  - Health Risk Assessments- Proactively identify "at-risk" members via telephone, mail or internet surveys; automate reports to health plan and PCP.
  - Wellness Outreach – Proactively promote wellness programs and assist with disease management efforts.
- Proactive Retention - Proactively identify members who may have service issues, help reinforce member loyalty.

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 877-27-ARRAY

*Make CareCall Your Customer Service Partner*

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## LEAD GENERATION SUPPORT

CareCall can provide valuable assistance in expanding your lead generation efforts. Our experienced team of representatives can help deliver qualified leads to your sales staff with the highest degree of integrity and professionalism. CareCall works closely with you in helping to schedule appointments and seminars. In most cases, per-lead pricing is available, which greatly lowers the risk of expanding your efforts.

Our lead generation efforts include:

- Outbound lead generation (both Medicare Advantage and SNP's)
- Inbound Marketing Support

## ADVANTAGES

CareCall provides dedicated call center services, specializing in managed care. As such, we offer unique advantages over primary in-house capabilities and other service bureaus. At CareCall, we utilize the latest technologies to deliver maximum productivity and efficiency. Our skilled and courteous representatives are specialized in working with senior citizens in a managed care environment.

CareCall provides a powerful advantage for many of America's leading health care organizations. We handle hundreds of thousands of contacts every month on their behalf, extending and enhancing a full range of service operations. Contacts are made in a timely manner, ensuring that these organizations stay in compliance with CMS guidelines.

With our unique pricing methodologies, your costs are based solely on results. This proven, low cost/high payback process can save your organization thousands - for a minimal cost per member.

## CARECALL – GIVE US A CALL!

Today's most successful health care organizations know the necessity for maintaining Medicare Outreach programs in compliance with CMS guidelines. No service organization can help you meet that need more effectively than CareCall. Call us today and learn more about our Medicare support services and other state-of-the-art programs from CareCall.



*Make CareCall Your Customer Service Partner*