



The Healthx Phone Solution

Reduce call center volume and increase provider and member satisfaction

Healthx's Phone solution is designed to reduce the number of calls that require the personal attention of a customer service representative. Our solution effectively reduces call center volume by automating the handling of eligibility, accumulator status, claim status and benefit queries from providers of service and members. The Healthx Phone solution is a more efficient way of handling incoming calls and does not require involvement of your customer services team.

Using a combination of IVR (Interactive Voice Response) and fax back technologies, this solution allows a caller to request information via the phone keypad. The Healthx Phone solution then provides a verbal playback and the option of fax back of eligibility, accumulator and claims status. The fax back option can also include a detail benefit summary. Our solution processes these requests using information contained in the Healthx centralized data warehouse. The system requires minimum setup and maintenance.

Round-the-clock Availability

Available 24/7, the system has a verifiable track record with more than 150 payers. Call centers typically see a 50% reduction in calls from providers. The playback option provides a marketing advantage to the payer, allowing the payer to offer round-the-clock service to callers. For those service contracts which include quantifiable measures for call center response time and hours of operation, the Healthx Phone solution can be a powerful part of the solution.



Many benefits for little cost!

- Automated customer service providing immediate response to inquiries for eligibility, claim, authorizations, and accumulator status
- Benefit summaries
- Provider authentication is available with a choice of three authentication levels
- Voice playback of eligibility, claim status, co-pays and deductibles
- Voice playback can be in English and/or Spanish
- 24/7 coverage
- Significant reduction in call center volume
- Incorporates more than 10 years of experience in the payer marketplace
- Easily customizable formats and responses
- Web administration allows review of transactions, usage statistics and activation/authentication of providers and/or subscribers
- Customer service portal allows signup and activation of providers and viewing of the status of requested faxes
- Standard statistical reports are maintained by the program with ability to be exported into Microsoft Excel