Solutions for **Healthcare Payers**

Focused on Helping Healthcare Payers Deliver Exceptional Customer Experiences

A BPO Partner Who Moves at the Speed of Change

Today's healthcare industry requires highly responsive business service partners that can operate efficiently in highly regulated industries. The healthcare payer industry sets a high bar for outsourced business service providers and expects an unwavering focus on data security, executional excellence and precision.

For almost 20 years Solix has delivered business services to some of the most demanding sectors of the economy. We are committed to helping progressive organizations accelerate large scale program deployment while supporting our clients with highly responsive relationship management and program reporting.

Solix works hard to support the operational and business challenges of health insurance payers as they work tirelessly to support patient populations that rely on maintaining their wellbeing. We understand the delicate balance that must be maintained between customer satisfaction and the need to manage costs and program efficiency.

We Understand the Needs of Healthcare Payers

We have worked hard to understand the specific needs of healthcare payers. From data security to compassionate outsourced contact center support, Solix focuses on the details that are so critical to the healthcare payer industry. Our diligence and focus is why we are a leading provider of Business Process Outsourced (BPO) services to a broad range of industries.

For decades we've worked with a broad range of companies to help them with complex program deployment, management and reporting. Solix provides healthcare payer organizations with a broad range of support including:

- **Program Design** – Collaborative support developing and deploying customer focused programs

- **Case Management** – Precise eligibility and application processing and determination services

- **Customer Care** – Omni-channel equipped contact centers providing superior customer service across multiple platforms

- **Technology** – Highly customizable technology platform enabling integrated support programming

- **Data Security** – Highly redundant security protocols to satisfy the most demanding industry standards

- **Growth Programming** – Business intelligence tools and outbound customer acquisition assistance capabilities

SOLIX
A Passion for Precision

Industry Insights and Experience

Our broad multi-industry experience has afforded us the opportunity to help leading organizations reduce fixed internal cost, scale their operational support, and improve program efficiencies. We understand the importance of compliance monitoring and data security essential in the healthcare industry.

We deliver precise program management, high levels of program efficiency, and compliance with state, local, and federal regulations. We've drive measurable BPO impact through:

- 800+ US based associates
- 300+ Contact Center Agents
- Bi-lingual customer care program support
- 2 million customer calls managed/year with 99% measured accuracy
- 97% documented customer satisfaction scores
- 20 million plus applications reviewed with eligibility determinations in less than 5 minutes
- Rigorous compliance standards and SOC audits

Laser Focused on Key Support Areas

We help healthcare payer organizations manage large-scale, complex processes through detail focused outsourced business services:

PROGRAM DESIGN
Collaborative support developing and deploying large scale consumer programs

CLAIMS PROCESSING
Precise eligibility and application processing and determination services

CUSTOMER CARE
Omni-channel contact centers for multiple platform communication

MEDICAL CODING ASSISTANCE
Case management and medical claims coding + process management

PROVIDER CREDENTIALING
Medical provider enrollment and credentialing services

OPEN ENROLLMENT SUPPORT
Multi-lingual contact centers providing support during peak demand periods

The Solix Difference

Our research and experience with healthcare payers reveals frustration with poor BPO implementation, insufficient data security, and a tendency to overpromise…and under-deliver. At Solix we work hard to exceed client expectation and to anticipate ways to improve overall program execution and drive increased operational efficiency.

Operating at the speed of change in healthcare and financial services demands business outsourcing providers that provide end-to-end support. Solix assists healthcare payers with a range of mission critical capabilities including:

- **Holistic Capabilities** – Complete program design, deployment, and real time performance reporting
- **Regulatory Expertise** – Procedures to ensure state and federal legal compliance
- **Financial Management** – Extensive billing and collections expertise
- **Program Oversight** – Monitoring and real time program reporting
- **Customer Support** – US based contact centers providing inbound + outbound support

Let Us Deliver for You

Let Solix show you how we can help you implement complex, patient focused support programs while delivering improved financial metrics for your organization. When efficiency, attention to detail, and patient satisfaction are key…count on Solix.

FOR MORE INFORMATION ON OUR HEALTHCARE INDUSTRY SUPPORT SERVICES:
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