



IMPORTANT UPDATE:

Customer Service Enhancements

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Attention Agents,

At Adroit Health Group, we are striving to make the Customer Service experience for you and our members the best the industry has to offer. We hope you will find these new enhancements beneficial to both you and your customers. Please take the time to review our new improvements outlined below.

Extended Customer Service Hours

Our Customer Service hours of operation have changed. If you or a member needs assistance, we are available to help.

Monday – Friday 7:00 AM to 9:00 PM CST
Saturday 9:00 AM to 2:00 PM CST

Member Services (800) 269-3563

Our new phone system provides agents with additional resources to help make their job easier.

1. Our new call-back feature allows an agent elects to leave a call-back number for assistance. When they do this, it will hold their place in queue and their call will be returned in the order it was received. If the agent cannot answer when the CSR returns their call, the CSR will leave a message. The benefit for the agent or member is that they can do other things, such as process more sales, instead of waiting on the line.
2. Agents can send cancellations and change requests to cancel.change@adroithealthgroup.com.
3. Agents can send a request for a same day voids to samedayvoid@adroithealthgroup.com. This email raises the priority of the email request to “high” so that the requests are handled quickly.
4. Agents can send a request for immediate help taking a payment on a membership by sending an email to agentspayments@adroithealthgroup.com. This email raises the priority of the email request so that the requests are handled as quickly as possible.

If you have any questions, please contact Agent Services at (800) 319-7061 or email agentservices@adroithealthgroup.com.

Thank you,

Adroit Health Group