

## Synergy Solutions **Member Interaction**

*Synergy Solutions is your partner for Member Interaction. We specialize in “high-end high-touch” programs where the customer experience is essential to the success of the call. We have vast experience with handling sensitive information, complex interactions and offering call center support for diverse healthcare services with a key focus on the member/beneficiary demographics including a core specialization in senior interaction. We enforce our stringent quality assurance standards to ensure our Customer Contact Representatives (CCRs) are using appropriate call management techniques to deliver superior service.*

### **Healthcare Call Center Services include:**

- Medicare Advantage & PDP
- Beneficiary Inquiry Management & Enrollment
- Eligibility Confirmation Support Calls
- Provider Locator Services
- Licensed Insurance Agents
- Bilingual Services
- Specialized Senior Sensitivity Training
- Satisfaction Surveys
- Lead Qualification & Seminar Registration
- Portal Help Desk
- Telecommunications Infrastructure for Large Volume of Calls
- Connectivity to Client CRM & Enrollment Platforms
- HIPAA & CMS Compliant



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