

Synergy Solutions Medicare Call Center Support

Synergy Solutions has been very successful at leveraging our expertise in scalable call center operations across many industries to provide solutions for Medicare call center support.

Experience

We have direct experience with rapid implementation including capacity allocation, infrastructure, management support and dynamic technology to support the increased need for call centers to provide beneficiary education, enrollment support and member services for Medicare Advantage and Part D providers.

Medicare call center services include:

- Beneficiary Inquiry Management and Enrollment
- Post-enrollment Member Care Calls
- Lead Qualification and Seminar Registration
- Experience with ANOC, COB and LIS Qualification
- Licensed Insurance Agents
- Bilingual Services
- Specialized Training: Part D and Senior Sensitivity
- Telecommunications Infrastructure for Large Volume of Calls
- Connectivity to Client CRM and Enrollment Platforms
- Full Disaster Recovery
- Secure Transmission of Customer Data for Fulfillment
- Detailed Daily Customized Reporting
- HIPAA and CMS Compliance



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