

ARGO

For more information please contact

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A Healthcare Savvy, Agile Partner for Your Operations

ARGO provides our clients and your operations with greater innovation and services that enhance your revenues, reduce costs and improve patient experiences. **1+1=3** The power of our managed services partners + agility of ARGO's contact center and back office capabilities combine to deliver seamless patient relationship services that are customized to deliver superior results. ARGO delivers the Innovation, Process Improvement and Enhanced Human Touch that elevates your patient engagement and allows you to concentrate on Five Star service and delivery across your points of care.

COVID-19 Business Continuity Services | Is your organization struggling tactically to meet immediate business continuity needs without sufficient resources? **We can help!**

WHY ARGO FOR YOUR HEALTHCARE OPERATIONS?

ARGO's Healthcare Managed Services offer your organization a breadth of innovative patient management and back office capabilities leveraging our technology and diverse U.S. and global resources, including:

- **HEALTHCARE EXPERTISE** — The depth of industry experience to collaborate, craft and enhance patient-member relationship management, customer experiences and back office programs that understand your operations and deliver Five Star results that positively impact your mission and goals.
- **MEANINGFUL TECH & INNOVATION** — Dynamic platform capabilities and patient engagement services that aren't about technology hype. Rather, meaningful capabilities, automation and innovation that improve your operations. We work with you to determine the best of technology that elevates the more important human touch for improved member, patient or clinician customer experiences (CX), meaningful data and analytics and reporting that demonstrates our mutual success.
- **RIGHT PEOPLE** – From contact center and back office clinicians to RPM coaches and claims experts we deliver the right skilled personnel who are proud to serve your brand, patients, members and partners. Virtual and In-Center, American and U.S.-focused global operations that provide right skills, bilingual capabilities and continuous improvement for lower cost to serve.
- **TRANSPARENCY & VALUES** — A promise of collaboration, transparency and proactive communication that build the strong partner relationships that weather the constant changes and challenges of business.

Healthcare Services



Healthcare Provider



Healthcare Payer



Specialty Services



Telehealth & RPM



Patient Satisfaction & NPS



Health Finance & FinTech



Fit & Wellness Programs



A PARTNER FOR MEANINGFUL RESULTS

ARGO believes in delivering more than just cost savings in a sourced arrangement with you. From the initial scoping, we *listen* and seek *innovative* ways to enhance your operations – through platform capabilities, business insights and improving your members' and patients' experiences. This includes collaboration on your immediate and long-term business needs and designing a partnership that delivers continuous improvement with meaningful results.

CUSTOM HEALTHCARE SOLUTIONS

- **COVID-19 Business Continuity** — Immediate assistance to help with urgent business continuity needs, from platforms and automation to people who understand and seek to restore right operations and care. COVID-19 hotlines, special messaging and contact tracing are also available solutions.
- **An Innovative Patient Management Platform** — Our goal has been to provide a thoughtful, dynamic and innovative platform to serve Providers, Payers, Patients and Partners. ARGO's managed service platform is designed as an intuitive Patient Relationship Management system to address lifecycle healthcare touches, enhance the Patient experience, reduce costs and penalties, and improve Provider and Payer revenues. Cloud-based and secure, established interfaces and easy-to-manage with robust business insights and reporting.
- **RPM, Discharge & Chronic Care Coaching** — Discharge and Chronic Care Remote Patient Monitoring and Coaching programs customized to suit superior value-based care: lower costs and better outcomes. ARGO can custom design discharge and chronic care workflows that engage patients on a clinical plan and can help manage better compliance. ARGO's teams can also align to RPM programs from initial set up of monitoring devices, clinical plan reviews and engaged coaching for compliance and better results.
- **Telehealth Adoption & Support Programs** — First visit adoption programs, including pre-calls with members/patients, to familiarize them with the process, technology and "what to expect" on their first telehealth visits. These pre-calls establish comfort, rapport and ease of use that *have delivered >60% lift in repeat user adoption* over prior practices. Further, most provider IT groups are already overwhelmed. ARGO can provide the on-demand technical support resources and processes required for better telehealth experiences.
- **HealthTech Tech Support** — Ability to provide tier 0 (FAQs, self-service) to more complex tier 2 product support for healthtech devices and end users. Improved support via automation and enhanced human engagement.
- **Next Generation Scheduling** – ARGO collaborates with our clients to design innovative and customized scheduling programs that centralize effective scheduling functions, applies automation and skilled live agent resources to reduce costs, extend hours of access and improve patient experiences and revenues.
- **Open Enrollment, Billing & Benefits** — Flexible and scalable, HIPAA compliant teams to assist with Open Enrollment, Onboarding, Eligibility, and Billing query resolutions via calls, emails, chats, social or intelligent automation.
- **Medicare, Medicaid & PBM** — Ability to serve key Member/Patient queries for Medicare, Medicaid and PBM requirements all within a compliant, continuous improvement environment.
- **After Hours Contact Center** — Customized plans to support Members and Patients after regular services hours, with options for appointment setting, rescheduling, escalations, credentialing and more to elevate care and satisfaction well beyond the old and ineffective answering service model.
- **Affordable Clinicians and Bilingual Associates** — ARGO offers clinicians (nurse staff), non-clinicians and bilingual associates across our U.S. and global resources – all HIPAA compliant and scalable at lower rates.

**Contact us today for an easy discovery discussion.
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