

ARGO

For more information please contact

Michael Roy | SVP, Client Engagement
303.886.3823 | mroy@argocontact.com
www.argocontact.com

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



AN INNOVATIVE EXTENSION OF YOUR OPERATION

Argo believes in delivering more than just cost savings in an outsourcing arrangement with our Healthcare clients. From the initial scoping, we seek innovative ways to enhance our clients' operations and improve their members and patients' experiences. This includes collaboration on your immediate and long-term business needs and designing a partnership that delivers meaningful results.

SIX (6) REASONS WHY SAVVY HEALTH PLAN PROVIDERS OUTSOURCE OPEN ENROLLMENT (...AND MAYBE YOU SHOULD, TOO!)

- **The staff ramps up and down are hard on your contact center teams** – Using a professional outsourcing partner that is adept at seasonal ramps takes the hard impact of ramps, training and layoffs off of you and your team.
- **Improve member customer experience (CX) and hours of operation** – A professional outsource partner with healthcare experience can quickly handle your tier 1 Open Enrollment queries and extend your hours of availability, allowing your team to manage more complex functions and providing an overall lift to member experience, CSAT and NPS.
- **Extend world-class omnichannel reach to your members** – An innovative partner offers another great lift to your CX, by giving you the updated tech capabilities for members and prospects to reach you across any contact channel – voice, email, chat, IVR, AI/automation, web, social – providing world-class capabilities and meeting your members when, where and how they want to be in touch.
- **Reduce costs** – Did you know that all of the above improvements are often packaged into inclusive rates that are much less expensive than corporations can do on their own? And without the headaches of seasonal ramps, training, attrition, layoffs, etc. (Who needs that?)
- **Keep the best** – Once Open Enrollment is done, a good partner can work with you to retain a smaller core team of their best agents, managers and tech capabilities to complement your ongoing operations and maintain those Five Star ratings!
- **Enhance your brand** – A good outsource partner works with you to fill the gaps in your contact center, member experience touches, technology, market reach and overall brand. They can bring all of the above benefits at a lower cost (it's what they do) and collaborate for seasonal and long-term success. (So what's holding you back?)

Argo delivers flexible and meaningful contact center and back office solutions to our Healthcare clients with a collaborative and results-oriented approach.

*Contact us today for an easy discovery discussion.
Michael Roy, SVP +1 855.511.1123 | mroy@argocontact.com*