

ARGO

CONTACT CENTERS

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 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, U.S. and U.S. focused nearshore 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 provider 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.

ARGO'S ENHANCED OPEN ENROLLMENT SERVICES

ARGO is bringing the next generation of Open Enrollment capabilities to help our Healthcare Insurance clients be more successful. Effective this season, we are launching ARGO's Enhanced OE Services including omnichannel, multilingual capabilities to interact more effectively with your Members and prospective Members. Better Member engagement, superior analytics and reporting, more conversions, lower net costs, better results!

ARGO custom designs Open Enrollment solutions specifically for you, including but not limited to the following:

- **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 with skill and effective communication. *If your organization is struggling, perhaps we can provide quick help.*
- **Enhanced Open Enrollment, Billing & Benefits** — Flexible and scalable, HIPAA compliant teams to assist with Open Enrollment, Onboarding, Billing queries and Member Eligibility & Benefits via calls, emails, chats, social or intelligent automation. ARGO's Enhanced OE includes omnichannel, multilingual capabilities to interact more effectively with your member and prospective members.
- **Outbound Technology** – Enable proactive contact to your constituents through SMS and Video to proactively drive successful conclusion of the Open Enrollment process.
- **Medicare, Medicaid & PBM** — Ability to serve key Member queries for Medicare, Medicaid and PBM requirements all within a compliant, continuous improvement environment.
- **An Innovative Member 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 Member Relationship Management system to address lifecycle healthcare Open Enrollment touches, enhance the Member experience, reduce costs and penalties, and improve Payer revenues. Cloud-based and secure, established interfaces and easy-to-manage with robust business insights and reporting.
- **HealthTech Tech Support** — Ability to provide tier 0 (FAQs, self-service) to more complex tier 2 multichannel tech support for healthtech devices to both consumers (Members/Patients) and in clinical or B2B environments.
- **After Hours Contact Center** — Customized plans to support Members 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.
- **Bilingual at a Discount** — Our nearshore bilingual team provides excellent Patient, Provider or Carrier engagement in both U.S. English or neutral Spanish that enhance your operations – all in fully HIPAA trained environments and at lower costs than standard U.S. resource rates.

Contact us today for an easy discovery discussion.
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