

ARGO

Easier.

For more information please contact

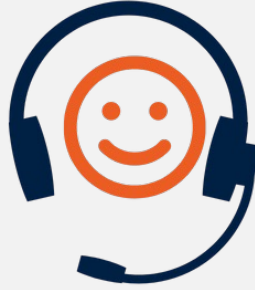
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Scale
Easier.



Smiles
Easier.



Success
Easier.

WHY ARGO AS YOUR BUSINESS PARTNER?

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

Easier scale – We collaborate with you to bring you the right people, best practices and technology to complement your operations and alleviate the strain of Open Enrollment season (and beyond!).

Easier smiles – We add our nonproprietary business skills into the mix to improve member reach and satisfaction, reduce overall costs and drive NPS scores and 5-star ratings.

Easier success – Reducing costs and enhancing member experience and revenues means easier growth and success for you and your group.

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:

- **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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