

# ARGO

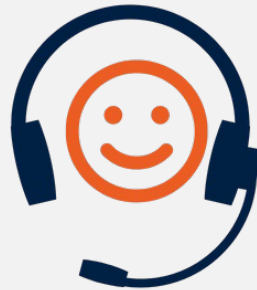
Easier.

For more information please contact

Michael Roy | Chief Revenue Officer  
303.886.3823 | [mroy@argocontact.com](mailto:mroy@argocontact.com)  
[www.argocontact.com](http://www.argocontact.com)



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



## 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, CRO | +1 855.511.1123 | [mroy@argocontact.com](mailto:mroy@argocontact.com)*