

# ARGO

Easier.

For more information please contact

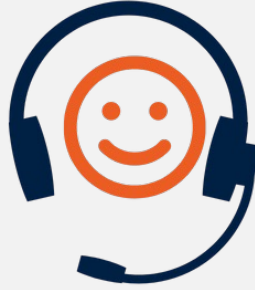
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[www.argocontact.com](http://www.argocontact.com)



Scale  
Easier.



Smiles  
Easier.



Success  
Easier.

## 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:

**Easier Scale** – We complement your own team to provide clinical and non-clinical team members for pre and post visit calls and contacts as well as claims, eligibility and revenue assurance (RCM).

**Easier Smiles** – Improving patient journey from first touch throughout the lifecycle of relationship is critical to both patient and provider. From reduced wait times to faster assistance for critical information, coverage and payments, we help you make it easier for patients, clinicians and staff for bigger smiles and better outcomes.

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

### Healthcare Services



Healthcare  
Provider



Healthcare  
Payer



Specialty  
Services



Telehealth &  
RPM & RCM



Patient Satisfaction  
& NPS



Health Finance &  
Health Tech



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

- **Agent Back Office & RCM Services** — From Claims and Eligibility to RCM functions, ARGO can provide supplemental staffing and innovative tools to lower costs and drive greater efficiencies and revenues.
- **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, back office 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.
- **An Innovative Patient Management Platform** — (Optional) ARGO can incorporate a dynamic and innovative platform to communicate more effectively with Patients, Providers, Payers and Partners. ARGO's managed service platform is designed as an intuitive, omnichannel platform that complements your EHR and gives your better view into patient engagement with real time portal access and robust reporting. AI and other tools available to suit.
- **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.

**Contact us today for an easy discovery discussion.**  
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