

QUALITY CARE ON DEMAND



Ensured client met changing healthcare and pharma needs

CHALLENGE: *Roll Out Enrollment Program*

- Existing call center facilities were already at full capacity.
- Building a new facility and hiring agents were not options.
- Pressured by time, financial constraints to find right agents.
- Needed specialists who could:
 - Answer complex medical questions
 - Comply with HIPAA guidelines
 - Speak Spanish and English

SOLUTION: *Sourced 150 Bilingual Nurses*

- Leveraged 150 bilingual nurses—with only one-day core training.
- Used proprietary distance learning to meet client needs.
- Reduced preparation time and costs with industry experts.
- Provided healthcare agents to support other programs.

150

Bilingual nurses sourced

1

Only one-day core training needed

RESULTS: *Maintained Quality, Contained Costs*

- Matched seniors with the right prescription drug program.
- Helped Medicaid patients find care for other medical needs.
- Delivered Medicare Part D and chronic disease management.
- Managed spikes in call volume throughout all programs.
- Maintained high quality of care—at the lowest possible cost.

"They have successfully collaborated with us in every direction we've explored and have been a wonderful long-term partner."

-Senior Director

SERVING PATIENTS WITH SPECIALIZED CARE

Existing facilities were at full capacity—and building another was not an option.



Needs—now and future

A FORTUNE 100 healthcare services company launched a major initiative to increase customer enrollment in its Medicaid discount drug program. Existing call center facilities were already at full capacity. Building a facility for new hires wasn't an option.



Evolving with the business

Within three weeks, 150 bilingual nurses stepped into their jobs, each with comprehensive knowledge of the healthcare system and the Medicaid discount program. Later, new agents helped with Medicare D and a chronic disease management program.



Quality care keeps giving

As its business evolved, the client asked Working Solutions to provide healthcare specialists on short notice. The result? A significant return on investment and lower costs for the client—coupled with exceptional patient care.



866.857.4800

workingsolutions.com

sales@workingsol.com