HEALTHCARE

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.

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.





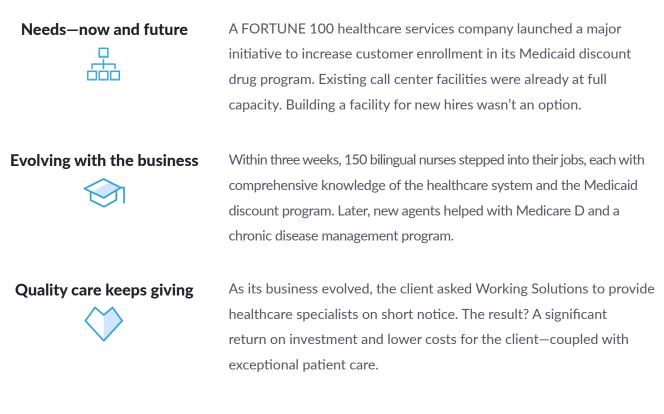
Increased call demand met



Abandoned call rate They have successfully collaborated with us in every direction we've explored and have been a **- Senior Director**

SERVING PATIENTS WITH SPECIALIZED CARE

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



ABOUT US

With 20+ years of success, Working Solutions is a recognized leader in home-based call center solutions. Fast and fluid, our workforce of sales, customer service and technical experts is on demand for your brand. Add



Take the next step 866.857.4800 sales@workingsol.com workingsolutions.com

