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.
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.

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

CONTACT

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