

# QUALITY CARE ON DEMAND



*Ensured client met changing healthcare and pharma needs*

150

Increased call demand met

1

Abandoned call rate

## 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

**Take the next step**  
866.857.4800

[sales@workingsol.com](mailto:sales@workingsol.com)  
[workingsolutions.com](http://workingsolutions.com)