

# INNOVATIVE MEDICARE CONTACT CENTER

## OUR SERVICES

The Contact Center is a fully comprehensive one-stop-shop for Medicare clients. We offer multiple carriers, products and services, and our agents are prepared to deliver a truly customer-centric and consultative approach with every phone call.

## OUR PEOPLE

The Contact Center is comprised of a team of licensed agents who are dedicated to the education, advisement and enrollment of Medicare clients while also providing resources and support to our valued broker partners.

Our agents handle inbound and outbound calls, are certified with all major Medicare carriers and are currently appointed to sell in the following nine states: Connecticut, Delaware, Florida, Georgia, Maryland, North Carolina, New Jersey, New York and Pennsylvania.

## OUR TECHNOLOGY

The Contact Center utilizes cutting edge technology to handle all day-to-day tasks—Genesys PureCloud as its telephony platform, Salesforce as its customer relationships manager and Connecture as its online plan comparison tool. These technologies allow for 100% call recording and end-to-end tracking of every client's interaction.

All technology is fully compliant with the Centers for Medicare and Medicaid Services (CMS) and has been successfully endorsed by several of our national carrier partners.

## OUR PARTNERSHIPS

We can fully customize the client experience and brand every interaction based on the needs of our partners. This is accomplished through the development of toll-free numbers, Interactive Voice Response (IVR) messaging and telephonic scripting that are all intentionally tailored to your unique brand. In addition to designing the optimal client experience, we have the ability to satisfy all industry standard reporting requirements, allowing for our partnerships to be built on transparency and trust from the start.

For more information and  
guidance, please contact:

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