



IMPACT helps you deliver great Member Services

The secret to delivering great service lies in the ability of your service representatives to quickly retrieve, view and provide accurate information to your health plan members and servicing providers.

Abandoned or misrouted calls, lack of quick access to member, benefit or claim information, lack of an audit trail and difficulty in classifying, monitoring and reporting member contacts all contribute to poor member service.

IMPACT's comprehensive member, client, provider and plan definition databases will make it easy for your enterprise to achieve superior levels of member services.

Outstanding Member Services Capabilities

IMPACT gives your service representatives an entire suite of capabilities at their fingertips that are sure to exceed the expectations of your members. These include:

- ✍ Service screens record call reason, call status, level of importance, resolution, as well as all patient, plan, and provider information related to the call
- ✍ Calls can be re-assigned to another service rep and record date and time of transfer
- ✍ Unlimited notes, date and time stamped and secured from unauthorized view and/or modification following HIPAA regulations, can be authored for each call
- ✍ Calls can be changed from a member service record to a care management record without re-entry
- ✍ Call records may be appended to one another while retaining initial data from

originating call. This facilitates unlimited call tracking for related incidents

- ✍ Call records are easily retrieved using social security number, patient name, call status, or customer service rep ID
- ✍ Letter generator using MS Word®
- ✍ Unlimited providers can be referenced for each call issue
- ✍ Separate notes can be attached to each provider referenced in a call
- ✍ Quick access to a member's master file, including enrollment, care management, and clinical history information, provided from within each call record

Member Services Advantages

IMPACT Member Services will give you greater control from a single point of reference where you can create, monitor and report all service issues. Your member services representatives will be fully empowered to provide real-time answers and resolution of most issues without a callback...

- ✍ Has my claim been paid?
- ✍ Does my plan cover this procedure?
- ✍ Did you receive my referral?
- ✍ What dental benefits are included?
- ✍ Any other query!

Let IMPACT fast-forward your member services operation to a higher level of efficiency.