

## National Government Services (formerly Empire Medicare Services) Improves Call Processing by 30%

### THE CHALLENGES

National Government Services (formerly Empire Medicare Services) is a government contractor responsible for processing Medicare claims for healthcare facilities and practitioners in several northeastern states. The company has offices and claim processing contact centers in Syracuse, NY; Bohemia, NY; and Harrisburg, PA. On an annual basis National Government Services processes over 89.3 million claims and makes benefit payments of \$21.4 billion. National Government Services receives an average of 17,000 calls per day but must also handle peak demand days (such as Mondays after holidays) of twice that volume.

The Federal Government's Center for Medicare and Medicaid Services (CMS) mandates monthly performance standards to e and all other claims processing contractors. These include an All-Trunk busy rate of less than 5% per month on the incoming lines. In short, these mandated performance standards translate into 95% of callers completing their call the first time and 80% of callers experiencing no appreciable wait times.

In addition, the Health Insurance Portability and Accountability Act (HIPAA) mandates privacy procedures requiring detailed caller identification such as provider number, Medicare number, patient's birth date, gender and name to ensure privacy and claim accuracy. These regulations can extend the length of each call and complicate the information systems requirements for identification matching since complex alphanumeric account numbers are used to identify health care providers and facilities.

National Government Services determined that to meet all requirements, major enhancements had to be implemented into their existing legacy contact center infrastructure.

*"MicroAutomation delivered a great solution on budget, on time and under tight time constraints. The company's professionals were reliable and lived up to their commitments"*

– Elisa Elderbaum  
National Government Services

### THE SOLUTION

In the 1990's, MicroAutomation developed a contact center solution for National Government Services that included an automated "front-end" to route callers. When National Government Services was faced with new contact center challenges, they turned once again to MicroAutomation for the solution based on a history of service and reliability from MicroAutomation solutions.

The assignment for MicroAutomation was to update the legacy environment with an Interactive Voice Response (IVR) solution designed to make customer self-service easy to use, expedite the processing of claims and take pressure off the customer service representatives. The new enhanced contact center solution was to be implemented in a very short time frame.

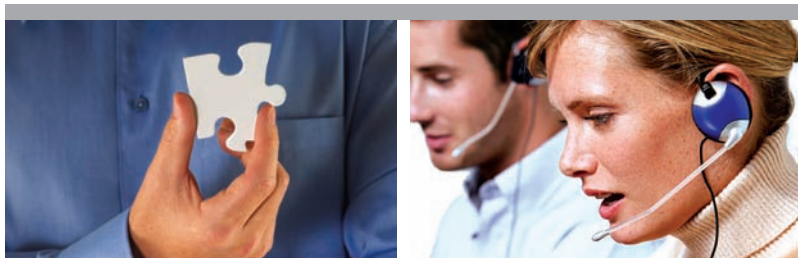
MicroAutomation met and exceeded the expectations set by National Government Services. The solution was based on open standards technology that saved National Government Services significant development costs and allowed reuse of software to speed the deployment timetable and provide additional future flexibility. The MicroAutomation solution was operational within four months.

MicroAutomation's speech-enabled contact center solution allowed National Government Services to handle a 30% increase in call volume. The self-service technology reduced operating costs, improved service levels by virtually eliminating call blockage and reduced wait time when callers required a customer service representative.

### THE BENEFITS

The new contact center solution developed by MicroAutomation for National Government Services:

- Increased the call automation rate by 30% annually
- Increased the handling of self-service calls by 41%
- Reduced operating costs and increased service levels through faster completion of calls
- Implemented in four months!
- Includes CMS-specific reports and comprehensive system usage reporting, allowing the company to determine where steps in the self-service process are confusing to users, so the system can be constantly improved



## TECHNICAL IMPLEMENTATION

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MicroAutomation integrated the following technologies to build the new National Government Services Solution:

- A platform based on VoiceXML open application development standards
- Server systems consisting of Intel Dialogic voice cards and VoiceGenie Interactive Voice Response applications
- Web enabled servers are loaded with Nuance Open Speech Recognizer (OSR), Nuance Speechify Text-To-Speech (TTS), IBM Personal Host Emulation software
- MicroAutomation's Host Server application serves as the hub for the entire solution
- A database server running Microsoft SQL serves as a repository for transaction information
- Customized summary reports to track and record each transaction, steps taken and processes completed
- 192 total ports integrating three remote locations into a single seamless solution
- Six points of data security to comply with HIPAA requirements

MicroAutomation's technical depth, business process expertise and extensive network of partners expedited the implementation of the new National Government Services contact center system. MicroAutomation implemented best-of-breed products and provided customization and integration services centered on National Government Services' needs, culminating in a world-class contact center solution.

## ADDITIONAL RESULTS

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MicroAutomation completed the new solution on-time and within budget. Many routine questions that callers have for National Government Services are now automated including: claim status; patient eligibility information; deductible information; procedure code pricing; check payment information; and commonly requested phone numbers, addresses, web sites and seminar information. Additionally, since the system is speech-enabled, callers have the option to either speak to the IVR or use the keypad on their telephone and provide the system with touch tone responses.

Customer satisfaction has improved dramatically.

## ABOUT MICROAUTOMATION

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MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services. MicroAutomation solutions are based on enhancing the caller experience through Speech-enabled Interactive Voice Response (IVR); improving live agent efficiency utilizing Computer Telephony Integration (CTI); and providing analytics tools to report on, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers "call inception to completion" products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turn-key implementation
- Comprehensive customer support

MicroAutomation has been providing innovative call center solutions for over 15 years to Fortune 1000 companies, healthcare and utilities providers and national, state and local government agencies including emergency response organizations. MicroAutomation is a privately-held company headquartered in Manassas, Virginia, just west of Washington, DC.

## CONTACT US FOR FURTHER INFORMATION

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