



The Medicare Part D Self-Service Solution

Healthcare providers offering prescription drug coverage under Medicare Part D must adhere to increasing regulation while at the same time, focusing on improving customer service to meet government-mandated customer satisfaction and service level requirements. Although additional channels of service such as websites, e-mail exchanges and web chat have grown over the past decade, the telephone is still the primary means of communication for the Medicare population. Finding ways to leverage existing call center resources and creating user-friendly solutions without stretching budgets will be critical for healthcare providers.

Healthcare Industry Facts:

- The average healthcare call center budget is over \$5.5 million a year; 70% is spent on live agents
- 1 million+ calls a year are handled by a healthcare call center
- Less than 10% of calls to a healthcare call center are handled in automation
- Over 84% of calls are for simple requests and account information
- The majority of healthcare call centers are unable to answer 80% of inbound calls within 20 seconds

A Medicare Part D Self-Service Solution from MicroAutomation will:

- Increase agent efficiency by offering self-service options for callers
- Allows agents to focus on the more complex customer issues, improving caller satisfaction
- Increase the number of calls successfully completed in automation
- Improve call center metrics including reducing cost per call and caller hold time
- Empower call centers to meet government service level mandates

Beneficiary Applications:

- Eligibility
- Patient co-pay
- Prior authorization
- Appeals process
- Order ID cards
- Update information
- Pharmacy verification

Provider Applications:

- Patient eligibility
- Deductible information
- Prior authorization
- FAQ's (phone numbers, addresses, etc.)

Pharmacist Applications:

- Drug coverage using beneficiary ID number
- Reason for non-coverage
- Alternate drug choices, such as generics
- Premium co-payment
- Pharmacy, in or out of network

All Part D Solutions can be easily customized by the extensive MicroAutomation professional services team based on your network infrastructure and specific needs.