

## Health Coach Outbound IVR Solution Enhances Preventative Healthcare

Leveraging years of healthcare industry experience, MicroAutomation has developed an innovative tool that focuses on wellness and preventative care. A Health Coach solution is an Interactive Voice Response (IVR) application that provides automated outbound dialing capabilities that you control. A Health Coach solution can dynamically call beneficiaries and provide them with healthcare condition management information. Call success is determined by the criteria you specify and is tracked based on custom reporting metrics of your choice.

The Health Coach solution detects live persons, answering machines, operator intercept tones, busy signals, fax/modems, network busy signals, and ring-no-answer situations. When the beneficiary answers, the Health Coach plays the personalized information. The Health Coach solution can also be configured to wait for an answering machine tone and then play an alternate pre-recorded announcement. A Health Coach solution can also offer the option of connecting the beneficiary with a live agent, a health care specialist, to answer any specific questions that may arise from the personalized information.

### A HEALTH COACH SOLUTION

- Educates beneficiaries on ways to better manage their health
- Assists in long-term disease management with helpful reminders for nutrition, exercise and medication
- Includes real-time and historical monitoring to track solution efficiency
- Offers beneficiaries the option to speak with a live Healthcare consultant if they have any questions regarding the information
- Includes custom features for tailoring to your specific call center environment

### ABOUT MICROAUTOMATION

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.

### CONTACT US FOR FURTHER INFORMATION

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### HEALTH COACH BENEFITS

- Lower call handling costs by proactively addressing frequently asked questions
- Reduce potential in-patient healthcare costs by focusing on preventative healthcare options
- Improve utilization of home-based options for disease management and quality-of-life issues
- Is highly flexible and is easily integrated with your existing infrastructure
- Is easily customized to meet the specific needs of your contact center
- You control the solution and create the outbound messages

