CS: Customer Service Module

INTEGRATION/INTEROPERABILITY*

DATA FEEDS*
- Eligibility
- Claims
- Benefits
- CM/UM/PM
- CRM System
- Medical Management
- Portals
- Phone System
- Data Warehouse
- Document Management

*Add/Remove to fit your needs

CS MODULE

WORKFLOW
- Take call or greet walk-in member
- Create a new call/issue for a member or provider
- Document Issue
- Look up information
- Document notes

- Attach documents
- Route issue to appropriate department
- Provide info to member or provider

CONTENT
- 360° View of Member
- Notes
- Assessments
- Letters
- Reports
- Resources

THE RESULT
- One-stop shopping portal for Customer Service reps
- Immediate answers for members and providers
- Eliminates the need to look in multiple systems for information

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