



RAPID RESPONSE TEAM

Clients and brokers get quick resolutions with just one call

CASE STUDY

Clients and brokers have busy schedules and need rapid responses to benefits administration questions. In response to this need, AmeriHealth Administrators formed Direct Connect to help build a better customer experience by providing quick resolutions.

CHALLENGE

After receiving feedback, AmeriHealth Administrators recognized the need to implement a multi-disciplined resource for customer groups and brokers to turn to for help with their benefit inquiries. This meant creating a concierge-like rapid response team that specializes in quick, one-call resolutions.

SOLUTION

Direct Connect is a team dedicated to resolving customer and broker inquiries. With a quick email or phone call, the team can provide a solution to various requests, such as plan member benefit information, enrollment, and claim status. The Direct Connect team is part of AmeriHealth Administrators' operations team, which means information is easily accessible. With information at the Direct Connect team's fingertips, issues are resolved quickly, which can help lead to higher productivity for customer groups and brokers.

RESULT

Customers rely on this team as they continue to consistently deliver rapid responses to a variety of health benefits administration questions.

Sandra, employee advocate at Arthur J. Gallagher & Co., comments that her experience with the team was: "Grade A+, with quick and efficient customer service. Whether it was to research a claim or provide adds or terms, they provided excellent service. It allowed me, as a broker, to email my issue. Before I had a chance to document the issue, Direct Connect had already researched and answered my question. Also, they saved me time to address another client issue or make a phone call to a member."

This team is a great example of AmeriHealth Administrators' ongoing commitment to exceeding expectations by putting the customer first.



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**- Sandra Prescott, Employee Advocate
ARTHUR J. GALLAGHER & CO.**

