



Emdeon Prescription Benefit Solutions Call Center Support

Efficient and reliable
customer support can
lower drug costs and lead
to satisfied customers,
which is simply good
for business.

Efficient and experienced call support reduces costs

Tapping nearly 20 years of Pharmacy expertise, Emdeon™ offers health plans and payers exceptional Prescription Benefit Solutions for outsourcing pharmacy and member Call Center support that can save money and provide transparent staff extensions.

Robust, customized support solutions

Our highly trained Call Center staff can serve pharmacies, plan members, workers' compensation case managers, physicians and plan administrators using pre-defined scripts customized for each client. Our representatives have instant, online access to the Emdeon SelectRx system for fast, reliable responses to inquiries.

Quality stems from balanced staffing and education

Emdeon's SelectRx Call Center strives to meet the highest industry standards by emphasizing quality assurance monitoring and the continuing education of our representatives. Extensive reporting of key hourly call statistics enables Emdeon to balance staffing based on call volume fluctuations rather than a set number of representatives per member.



Transparent Call Support

At Emdeon™, we're here to help. To transform the way you run your prescription benefit program today, call us at [800.521.4548](tel:800.521.4548) for a complimentary review.





Advanced, online prescription information and support

In addition to Call Center services, Emdeon also offers alternative web-based support accessible to members. This advanced online member price inquiry application enables members to determine the location of preferred pharmacies and access a continuously updated prescription history that includes out-of-pocket and deductible accumulations at any time.

Features

- Cost-efficient call center outsourcing option
- Interim, short-term, or long-term solutions
- Highly trained, toll-free support for pharmacies and members
- Sophisticated tools and training programs
- Weekend support
- Online advanced member price inquiry application
- Call center support customizable to client business needs

Benefits

Significant savings in administrative costs

- Reduced administrative costs through efficient outsourcing
- Long-term support to replace in-house call centers
- Interim and short-term support to extend your staff and maintain service levels during high call volume periods

High member/pharmacy satisfaction

- Friendly, fast and knowledgeable support with high service standards
- Decision support capabilities to identify service improvement opportunities for pharmacies and members
- Web-based tools to enhance member satisfaction and information access

Exceptional Emdeon support

- Access to Emdeon's member tools
- Ongoing expert administrative resources and support as needed
- Decision support training

Emdeon™ is a leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery.

To learn more about our company, our services, and our commitment to improving healthcare, visit our website at www.emdeon.com



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