

## Best-in-class Customer Care



B E R Y L

### Overview

Since 2002, OptumHealth Allies has partnered with The Beryl Companies to provide Customer Care services to its members.

- Located in Bedford, TX
- 23 years as a health care call center exclusively
- HIPAA certified
- 450 clients nationwide
- 97% customer satisfaction rating\*
- Award-winning culture; among the lowest attrition rates in the industry
- More than 5 million contacts managed annually
- Spanish-speaking Customer Care Advisors; access to over-the-phone interpretation in more than 140 languages via the Language Line
- Call Center Hours: 7 a.m. to 8 p.m. Central, Monday - Friday
- Dedicated OptumHealth Allies team
- Services provided:
  - Program information
  - Provider searches
  - Replacement cards
  - Provider eligibility queries
  - Claims repricing
  - Outbound provider calls

### Performance Standards

- ASA (average seconds to answer call): 80% within 30 seconds
- Call abandon rate: 5% or less
- Written inquiries:
  - 100% acknowledgement within one business day
  - 90% of inquiries resolved within 3 business days
  - 100% of inquiries resolved within 5 business days
- Grievances:
  - 100% acknowledgement within one business day
  - 95% resolved within 7 business days following receipt
  - 100% resolved within 10 business days following receipt

### Available Client Reports

- Forecast vs. Actual Call Volume
- Average Handle Time
- Abandon Rate
- Average Speed of Answer
- Service Level
- Quality



Source: Beryl 2007 Customer Satisfaction Survey. 97% of clients would recommend Beryl.