

Problem

This Blue Cross Blue Shield client was experiencing a **high volume of inbound calls** from both providers and members. Having recently implemented Trizetto's Facets system, management was also exploring ways to increase productivity while **preserving their reputation for excellent customer service**. With very high blockage rates, however, balancing productivity with call-handling quality was becoming a daunting challenge. The VP of Customer Service requested a team of 20 seasoned Provider Services Representatives to provide immediate relief.

Response

We responded **within four days** with a team of 19 CSRs and a Project Manager. About 40 percent of the team had previous experience specifically with the Facets system, almost all had previous claims experience and all had extensive customer service experience in a managed care setting.

Solution

The client trainer compressed four weeks of training into a two-day crash course. We got up to speed quickly; and by the end of the third day, we were allowed to work the phones. Within a week, our team's productivity was in the same range as the client's permanent staff (with no difference in audit results). Soon thereafter, we were placed on the Facets "marquee" accounts – high profile accounts with the most stringent service standards; we remained in that capacity through the end of the project. We averaged about 55 calls per day per rep, which was significantly higher than the client's permanent staff. As a result, the client requested that we assemble and share best practices information that they could leverage with their internal operations. The customer service project was extended another eight weeks and a separate claims team was also flown to the site to assist with a sizeable backlog.

Customer Service

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Client Type:
Blue Cross Blue Shield Plan

Project Scope:
Member Service, Provider Service,
Claims Adjudication

Duration:
20 Weeks

Team Size:
20 Full-Time Employees