



Frictionless member experience, simplified

Improve business and health outcomes with TTEC's expert technology and talent

Healthcare payers are experiencing the pain of what feels like competing priorities. They need to improve member satisfaction and, at the same time, reduce costs. With a mandate to "do more with less," they must focus on getting the basics right.

We help healthcare payers continuously optimize member experience and business outcomes through the powerful combination of advanced technology and human expertise — delivering greater member at a lower cost.

The member experience mandate

Market trends are driving new priorities and emphasizing the need to simplify and optimize the member experience through integrated technology and human-centered care.



Integrate, don't overcomplicate

Integrating and simplifying channels is a major way providers can deliver seamless and consistent member experiences.



Prioritize interoperability

CX centers need to integrate with a range of platforms such as EHR systems, medical devices, telemedicine platform, and pharmacy systems.



Leverage AI to drive outcomes exponentially

AI-powered tools like agentic AI, real-time translation, and advanced insights can automate routine tasks, predict member needs, personalize care pathways, and scale human expertise across languages and time zones.



Go beyond business-as-usual technology

Digitization of healthcare and delivery models will drive the need for investment in technologies to enable the modern experience.



Supercharge specialized skills

A member-centric approach requires active listening, empathy and medical/healthcare knowledge. AI-enhanced training can get associates up to speed quickly.



Partner strategically

New business models are emerging due to efficiency and cost pressures, so payers need a strategic CX partner who can integrate systems and cultures.



Focus on member protection

Prioritize data security and compliance by investing in security technologies and best practices.

TTEC's impact in healthcare at a glance

21+

years experience as a Healthcare leader

Excellence in Contact Center, AI, Technology, Analytics, & Consulting

8-16K+

Sidebar Body

7K

Licensed Agents in support of AEP

83 NPS

across all Healthcare clients

82%

Employee Engagement Score

Source: TTEC clients



Services to support the entire member lifecycle

We help payers streamline and improve the member journey, from acquisition to re-enrollment, and deliver exceptional, data-driven experiences at every touchpoint.

Member acquisition and retention

We harness the power of AI-enhanced demand generation to increase leads, acquire new members, and retain existing ones through precisely targeted, personalized engagement. Our proprietary automation identifies high-value prospects, optimizes conversion pathways, and delivers relevant offers. Way providers can deliver seamless and consistent member experiences.

Member re-enrollment

Our omnichannel technology and conversational messaging deliver personalized re-enrollment communications across members' preferred channels. With AI and predictive analytics, we identify members at risk of non-renewal and proactively engage them with targeted outreach.

Member onboarding

We welcome and integrate new members into their healthcare plan. Our intelligent onboarding solutions leverage conversational messaging, omnichannel contact center technology, and agentic AI to familiarize new members with their benefits through their preferred channels.

Tech-enabled seamless experiences

By integrating agentic AI, predictive analytics, call transcription and advanced automation, we create intelligent, personalized member journeys that combine the efficiency of digital self-service with the empathy of human expertise.

Member care

Our healthcare advocates provide personalized assistance across every virtual interaction channel — from routine inquiries handled by agentic AI to complex cases requiring human intervention. We use predictive analytics and real-time data to proactively identify member needs.

Proven results for healthcare payers

We transform healthcare contact centers into value drivers, cutting costs and boosting performance through our specialized expertise and best-in-class technology. Click on each result below to see how.

↓ Cost reduction / Savings identified	45% drop in cost per enrollment	\$50M and \$71M worth of savings identified	\$3.5M in cost savings
→ Revenue generated	73% surge in enrollments	\$554K increased conversions YoY (17% increase)	62% increase in sales conversion rate
↗ Improved customer & employee experience	164% NPS improvement overall	85%+ CSAT	85%+ of consumers rank themselves as promoters after an interaction

Ready to transform your member experience? We can help.

ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at [TTEC.com](https://www.ttec.com)