



DATASHEET

Support record open enrollment needs

with industry leader TTEC



With health insurance enrollment at a record high, the 10th annual Affordable Care Act (ACA) open enrollment period might be among the busiest yet for state-based marketplaces. And higher call volumes this year are adding stress to limited state resources.

The recently passed American Rescue Plan and the Inflation Reduction Act added more low-cost plan options and increased financial assistance to consumers previously priced out of coverage options in state marketplaces. The Acts expanded the pool of enrollees to record levels. According to the Centers for Medicaid & Medicare Services (CMS), four in five customers will be able to find healthcare coverage for \$10 or less per month for 2023 after subsidies.

States will need to provide increased support for consumers applying for or renewing coverage on the marketplace, and assist consumers with questions about applying and qualifying for state Medicaid and Children's Health Insurance Programs (CHIP).

TTEC Public Sector brings 40 years of CX expertise and innovation to support the open enrollment period. More than 1,500 highly trained agents are authorized and ready to assist millions of marketplace enrollees in the states of California, Colorado, Connecticut, and Washington. TTEC's 40 years of proven solutions are guaranteed to provide a solid foundation of efficiency and growth for states as they support these enrollment periods.



TTEC is dedicated to delivering turnkey CX solutions for public sector agencies of all sizes.

Contact our government experts today to learn how we can help you design and deliver an exceptional CX.

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About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 62,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at www.ttec.com.