

MEETING THE UNPRECEDENTED CX DEMAND

Healthcare consumers demand a lot – especially during times of crisis.

For payers and providers to succeed, it's crucial to train highly-skilled and empathetic associates to deliver simple, seamless, and satisfying customer experiences across every touchpoint along the member and patient journey.

We can help your teams work more efficiently to drive winning CX and greater returns. **See how.**



Elevate journeys with authentic connections to boost satisfaction across the board.

We can help you identify pain points and gaps in your current customer journey and find new opportunities to add value in key moments that matter. Know your patients and members to make more memorable connections.

A greater understanding of the patient and member journey reveals new insights...

...and builds greater trust and life-long loyalty.



We're a partner, not just a vendor

10+ years continued partnership

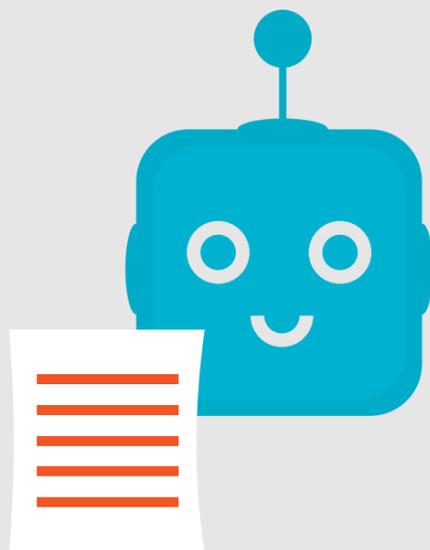
86% more added associates, as needed



Call volumes are surging, but your patients and members don't have to feel like another number in the queue.

Given the choice, 7 out of 10 customers prefer messaging to waiting in line. TTEC can help you eliminate the queue and prioritize resource utilization with AI and Messaging.

[LEARN MORE](#)



Train compassionate associates in half the time with AI-enhanced simulated training.

Our bots act and react like actual customers, mimicking human sentiment in life-like scenarios. Associates advance through training on their time and on their preferred device, so they can get up-to-speed faster and on the floor quicker.

Real-time AI training creates more effective health insurance associates...

11% Better performance

8% Higher compliance

Higher associate quality scores

Better compliance scores

Honed soft skills (hidden concerns, empathy, active listening)

... and inspires more genuine member connections

+60 60 identification of "what matters most" to callers

+41 compliance to ZTP and QDAP guidelines