

# Thrive in the ever-changing health care environment.

*Healthcare solutions from skilled, passionate agents to improve patient outcomes*

Few industries have undergone as much radical change in the past decade as healthcare.

In the wake of new reforms and the shift to value-based care, big pharma, medical suppliers, and human services need to achieve key financial objectives, but also need to focus on improving the patient experience.

Liveops offers health care and pharma companies a virtual workforce of on-demand, skilled agents that are committed to help with patient services including medical reminder calls, drug adherence, payment support, enrollment inquiries, member acquisition and retention, and much, much more.

## **PROVIDE EXCEPTIONAL CUSTOMER SERVICE**

We're committed to providing the right kind of people—those who have the specific healthcare skills and are genuinely passionate about serving your customers.

Many agents are HIPAA certified and come to Liveops with deep experience in health and human services to help guide patients to make informed choices.

Our agents have the education, skills and background to help patients with difficult interactions such as questions about coverage, how to administer their drug, and if their home care worker is coming to help today.

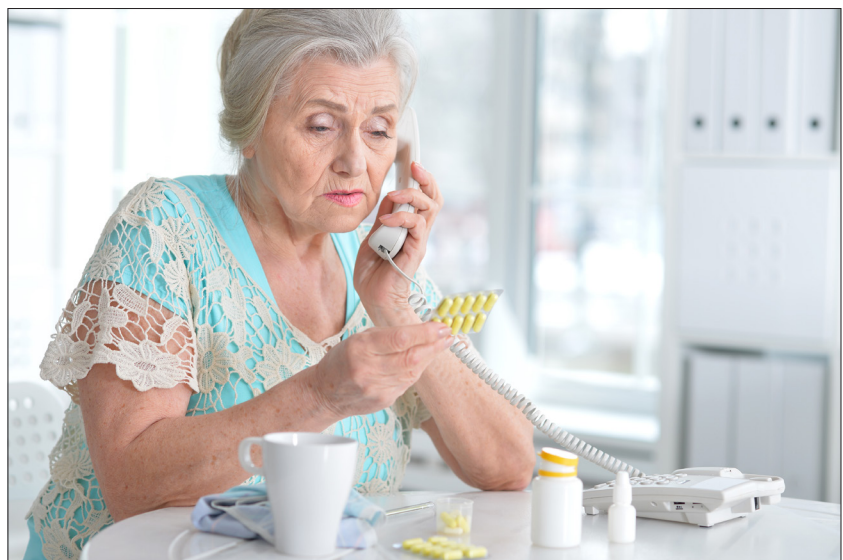
## **INCREASE AND FLEX AGENT PRODUCTIVITY**

Liveops flexes to meet your needs—flexing up and down with your demand—24x7x365. Now your business is more agile and more productive with Liveops because you can proactively plan ahead for those spikes or events, and rely on our skilled, conscientious and empathic agents to deliver exceptional customer service.

## **MINIMIZE COST AND MAXIMIZE SERVICE**

Our agents build trust with patients and providers from the first contact to future experiences. We'll add to your business with qualified agents who can articulate the value of the products and patient services you provide.

Plus, by providing you with the right agents at the right time, you'll lower your cost per call because you only pay for the minutes you use and don't pay for idle time.



## PARTNERING TO DELIVER AN OUTSTANDING CUSTOMER EXPERIENCE

Serving over 260,000 patients who rely on their diabetic testing supplies, this major medical supply company attracts new patients through short-form commercials to upsell products and services.

These commercials are often aired at irregular hours, leading to an influx of calls that were difficult to service around the clock. They looked to Liveops to handle the unpredictable call demands and customer service needs.

# 96%

CUSTOMER SATISFACTION SCORES

# 70%

SALES CONVERSION RATES

# 90%

OF CALLS ANSWERED WITHIN 20 SECONDS



## ABOUT LIVEOPS

Liveops offers an on-demand skilled workforce of onshore virtual agents for customer service and sales. With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal or time of day spikes in demand.

More than 400 organizations across service industries including retail, health care, insurance and telecom trust Liveops to deliver an enterprise-grade workforce, with faster program readiness, increased revenue, and greater customer satisfaction scores than traditional call centers.



### YOUR BRAND NEEDS

- Scalable workforce
- Brand advocates
- Reduced costs



### OUR AGENTS DELIVER

- Flex daily/seasonally
- Top notch, certified talent
- Works via pay-per-use



### CUSTOMER RESULT

- Excellent service every time
- Buys more, returns often
- Satisfied & loyal