

Call Center Technology Delivers When Face-to-Face May No Longer be an Option

Powered by *ConnectureDRX*

Face-to-face meetings between agents and consumers may be a thing of the past.

Seniors are at home, and they want to connect. They need a live person to talk to who can answer their insurance questions, calm their fears and help them enroll in their best fit Medicare plans confidently and securely.



Phones are ringing and call center agents are more in demand than ever before.

To complete a Medicare enrollment in one call, call center agents need everything at their fingertips in one place. With ConnectureDRX technology, agents can easily answer questions and take enrollments on the spot.



When seniors need to speak to a live person, ConnectureDRX technology helps call center agents:

1. Guide beneficiaries in comparing Medicare plans personalized to them
2. Expedite every call with custom scripting on screens
3. Enroll beneficiaries in their best fit plan (with no cost surprises) in one call
4. Move effortlessly on to the next call and another successful enrollment

Call center agents easily "Search beneficiaries".

A custom script on same page allows agents to communicate effectively with seniors, guiding them to view personalized plans and select their best fit plan in one call.

Seniors benefit by knowing their best fit plan includes drug costs and all out-of-pocket estimates.

