

Healthcare

Solving healthcare CX problems with tailored solutions



Alorica is a leader in the CX industry, with over 25 years of experience, serving the most recognizable Healthcare brands. We equip our world-class team with the best technology to provide our clients with the solutions that get results. It's no wonder our client relationships average 7+ years!

Healthcare Segments Served



Payers

Balancing cost control, program utilization, and member satisfaction is complex. Alorica simplifies it. Our tailored member support solutions help major payors improve operational efficiency, reduce administrative costs, and enhance loyalty.



Providers

Meeting patient expectations while minimizing readmission rates and billing errors is a challenge. We help providers improve revenue cycle management (RCM), reduce administrative overhead, and deliver higher-quality care experiences through our healthcare outsourcing expertise.



Pharmacy Services

Pharmacy Benefit Managers face increasing pressures, prior authorizations, mail order conversions, compliance, and more. We're already taking the pain out of the process for 3 of the largest PBMs in the US, with targeted solutions that increase productivity, improve revenue attainment, and ease administrative burdens.



Life Sciences + MedTech

Stay focused on developing the next generation of medical technologies while we take care of operational support. Our clinical contact center services include 24/7/365 assistance, including onboarding, education, and troubleshooting to ensure improved engagement and patient outcomes.



Our Comprehensive Solutions

- Engineering Exceptional Experiences**

Alorica enhances every step of the member journey to surpass rising expectations, delivering seamless experiences that build lasting satisfaction
- Fortifying Data and Compliance**

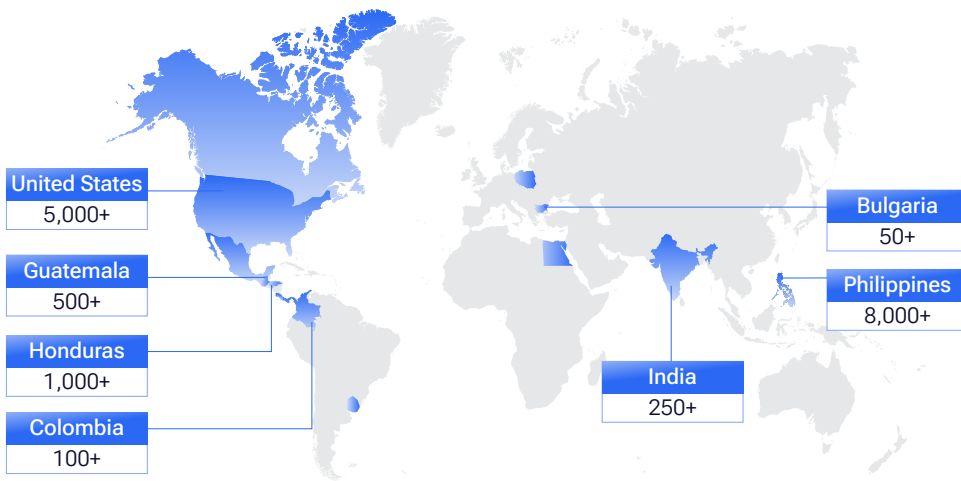
We deliver HIPAA- and PCI-compliant solutions along with secure frameworks, and expert training, protecting patient data and maintaining compliance.
- Outpacing Rising Costs**

Alorica uses technology like predictive analytics to help identify cost drivers and optimize care delivery, reducing waste and improving financial performance.
- Conquering Staffing Pressures**

We implement automation, intelligent scheduling, and scalable workforce support to meet peak demands, reduce burnout and retain top talent.
- Transforming Digital Capabilities**

Alorica delivers future-ready execution through advisory and managed services, through GEO optimization, driving process improvement, platform scalability, and agility to meet today's needs and tomorrow's demands.

Global Healthcare Advocate



15,000+ healthcare advocates across **7 countries**

With capabilities ranging from core CX services encompassing Member and Provider interactions to account resolution, population health to revenue cycle management

The Alorica Difference

Built on Insight. Powered by Partnership

Operational Excellence

This excellence is achieved through our top of the stack ranking: 4 of the top 5 U.S. payers trust Alorica to streamline operations, reduce costs, and boost member loyalty for their organizations.

Innovation

Alorica's digital transformation, led by Alorica IQ, empowers healthcare organizations with AI-driven insights and automation to streamline patient support, improve outcomes, and deliver personalized care at scale.

Strategic Partnerships

From our technology partners, to leveraging health systems into payers, and network of healthcare providers, we have the right partners to help you stand out from the pack.

Numbers Don't Lie



Achieved 94%

patient for a hospital system



#1 Client Partner

Ranking for a top healthcare company



We service half of **Fortune's top 50** healthcare companies

Still not convinced? Here's what some of our friends have to say:



"Alorica strives to be the best at any challenge presented and to provide above & beyond expectations."

Director
Payer



Creative solutions, flexible minds, and staffers that exhibit their genuine desire to see my program succeed were the norm."

CX Leader Consumer
Healthcare Company



"Good leadership with thoughtful innovation ideas tied to our business goals."

SVP
Payer

Ready to talk?

Whether you're a Med Tech start up, nation-wide Payer or something in between, our CX solutions help you deliver winning experiences for your customers.