



Bridging the Gap

A Healthcare Case Study

What We Faced

A major healthcare company—and longtime Alorica client—had a little bit of a workflow conundrum.

The client features a multi-state healthcare processing claims system, serving providers through a main support hub. Agents can easily assist providers with inquiries involving in-state members, but assisting out-of-state ones often requires an extra step.

Members do not need to reside in issuing states to maintain coverage, but frontline agents must engage with a separate team—a.k.a. the **Home Plan**—to get information for individual healthcare providers calling about claims information of their out-of-state plan patients.

And this creates longer wait times for many callers—over 50% of them—because agents have to place them on hold as they get additional information from Home Plan representatives.

With an **AHT of 923 seconds (12% hold times)**, the client needed a reliable way to streamline the process for providers and the agents who serve them.

What We Did

Thankfully, Alorica was already on it—proactive account monitoring made the need for an improved healthcare processing claims system clear, resulting in a customized pilot to help reduce wait times quickly and easily.

An eight-person dedicated team was tasked to coordinate all Home Plan related concerns. An additional 15 agents were tasked with transferring calls to the dedicated agents to further expedite support.

The new workflow process is more efficient; providers calling connect directly with frontline agents, who investigate all available resources. Agents who have to escalate to the Home Plan can connect providers with the dedicated team for additional assistance.

What We Achieved

Just four months into the pilot and the client is seeing significant reductions in wait times, including AHT and hold time percentages. **AHT has already dropped by 105 seconds; hold time percentages are down by 2%.**

With a dedicated team in place, AHT has decreased because of the improved workflow process. Agents can help in-state provider inquiries and easily connect with in-house specialists for out-of-state calls, empowering more efficient service.

And providers experience better support regardless of where their patients are located.



Reduced AHT by **105 seconds**



Hold time reduced by **2%**



Created an **improved experience** for all provider callers, regardless of in-state or out-of-state patient designation

Results At A Glance