

SOLUTIONS FOR HEALTHCARE

PHARMACY BENEFITS MANAGER



Winning Starts With Staying Competitive

Pharmacy Benefits Managers (PBMs) represent an important and growing segment of the overall healthcare market, playing a key role in reducing costs and improving the value of services offered by plan sponsors. In today's climate of increasing competition, growing enrollment and regulatory and compliance complexity, more PBMs are turning to partners like Alorica to help meet their business goals and improve member and provider experiences.

Alorica delivers value through:



CONTROLLING COSTS

Achieve a global footprint—instantly. Alorica provides you with access to top talent from the U.S. and around the world, specifically curated to offset rapidly rising costs that the industry is facing while having peace of mind that compliance and regulatory requirements remain a top priority. Our globally distributed workforce of more than 8,000 PBM-focused employees means having access to the resources you need; furthermore, our award-winning Work-at-Home agents offer you an even larger network of Registered Pharmacists and Pharmacy Technicians, regardless of geographic location.



SCALABLE SOLUTIONS

Contact volumes can fluctuate significantly for PBMs, particularly during enrollment and events such as industry consolidation or drug recalls. Regardless of changing call volumes, Alorica is able to seamlessly onboard, train and ramp up both licensed and unlicensed healthcare advocates to ensure your members receive the first-class service they have come to expect. We identify and recruit top performers, and train and equip representatives with the resources they need to exceed customer expectations.



LICENSED, NON-DISPENSING PHARMACIES

Some PBM work must be performed in a licensed pharmacy to satisfy legal requirements and to maintain compliance with your internal policies and procedures. Alorica operates two licensed, non-dispensing pharmacies, both registered with their state Board of Pharmacy and managed by a licensed Pharmacist-in-Charge; this critical resource can help streamline your operation, and drive accuracy scores.



QUALITY

When it comes to pharmacy interactions, precision is paramount; cost savings are meaningless without a demonstrated record of exceptional quality. Through rigorous training, expert oversight and best-in-class processes, Alorica consistently meets 99.99% accuracy results. We also have a dedicated healthcare compliance team which, in conjunction with our experienced client solutions professionals, works to ensure optimal member outcomes.



THE JOURNEY STARTS HERE

Intrigued? Excited? Us too. To learn more about how partnering with Alorica can help your business, contact us today.

ABOUT ALORICA

At Alorica, we only do one thing—we make lives better. How? By creating insanely great experiences for customers—online, on the phone and through social media. From acquisition and sales to customer care and support, Alorica provides a host of world-class services, including customer relationship management and back office support. We're proud to passionately serve clients as diverse as we are—including communications, financial services, healthcare, retail and tech companies, many in the Fortune 500. We call Orange County home, headquartered in Irvine, CA, with 100,000 employees in 150 locations across 17 countries around the globe.

All (any) work performed in pharmacies is performed by EGS Customer Care, Inc., an indirect subsidiary of Alorica Inc.

