

SOLUTIONS FOR HEALTHCARE

An Overview



Alorica is Positioned to Help You Succeed in Today's Healthcare Market

Get ready—the size of the U.S. healthcare market is projected to soar to \$3.78 trillion in 2018¹. Healthcare providers, payers and pharmaceutical manufacturers are increasingly turning to trusted partners like Alorica to succeed in this growing and evolving sector. With global reach, extensive industry experience and proven strategies, we can help you achieve your business goals.

Alorica delivers value through:



CONTROLLING COSTS

It's expensive and capital-intensive to deploy infrastructure, train top talent and establish quality and compliance control mechanisms. And it can be even more expensive to do so in a way that maintains outstanding customer satisfaction. Alorica is equipped to quickly deploy right-sized solutions to support your unique business needs today, and ramp them up as demand increases. As recipients of the Frost and Sullivan 2014 North American Healthcare BPO Customer Value Leadership Award, we're recognized for our ability to deliver flexible and customizable healthcare solutions.



GLOBAL, SCALABLE SOLUTIONS

Achieve a global footprint—instantly. Alorica provides you with access to top talent from the U.S. and around the world; this talent is specifically curated to offset rapidly rising costs facing the industry, while ensuring peace of mind regarding compliance and regulatory requirements. Our globally-distributed workforce of more than 14,000 healthcare-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 experienced healthcare customer care professionals, regardless of their geographic location.



ENHANCING THE MEMBER/PATIENT EXPERIENCE

In today's client-centric environment, providing a great customer experience is no longer just an acquisition strategy—it's inherently critical for success. Alorica, awarded the 2015 CRM Excellence Award by TMC for its "Customer Experience Transformation" platform, works closely with its partners to optimize the member experience. By mining data and gleaning customer insights, we identify ways to reduce unnecessary contact volume, encourage the use of self-help options and select technologies that will improve outcomes.

In this manner, Alorica helps clients reduce call volumes and expenses, while simultaneously improving the customer experience. Win-win, all around.

PROVIDER SERVICES FROM ALORICA INCLUDE:

- Extended Office Services (EOS; data-driven revenue cycle management)
- Eligibility Patient Advocacy Liaison Services (EPALS; streamlined, comprehensive approach to Medicaid eligibility services)
- Scheduling
- Eligibility and benefits verification
- Pre-qualification and enrollment
- Account resolution
- First party collections
- ACA enrollment assistance (including ACA Certified Application Counselors)
- Claims submission and management
- Claims denial review and appeals
- Remittance and payment management

...and much more!

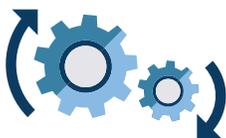
PAYER SERVICES FROM ALORICA INCLUDE:

- Pre-authorization/certification
- Member acquisition
- New member enrollment (licensed and non-licensed support)
- Explanation of benefits/eligibility
- Coverage and deductible inquiries
- Claims processing, status and adjustments
- Appeals and denial management
- Billing/payments
- Account maintenance
- First-party and early intervention collections
- Pharmacy Benefits Manager services
- Prescription inquiries
- Mail order support
- Wellness outreach

...and much more!

PHARMACEUTICAL SUPPORT SERVICES FROM ALORICA INCLUDE:

- Pharmacovigilance and regulatory services
- Medication/sample management services
- Prescription card management services



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

Alorica is a global leader in customer experience solutions. We are made up of more than 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Celebrating our 20th anniversary this year, Alorica contact centers and operation hubs span the globe with 130 locations in 15 countries. To learn more, visit www.alorica.com.

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

References: 1 <http://fortune.com/2015/01/21/americas-new-healthcare-economy-3-trends-to-watch/>

