



*Simplifying the Business of Healthcare*

## Emdeon Prescription Benefit Solutions Call Center Support

Efficient and reliable  
customer support can  
lower drug costs and  
lead to satisfied  
customers, which is  
simply good for business.

### Efficient and experienced call support reduces costs

Tapping nearly 20 years of Pharmacy expertise, Emdeon offers health plans and payers exceptional Prescription Benefit Solutions for outsourcing pharmacy and member Call Center support that can save money and provide transparent staff extensions.

### Robust, customized support solutions

Our specially trained Call Center staff can serve pharmacies, plan members, workers' compensation case managers, physicians and plan administrators using toll-free lines and pre-defined scripts customized for each client. Our representatives have instant, online access to the Emdeon SelectRx system to utilize real-time information, pharmacy transactions, up to date plan and benefit design and the ability to immediately add or modify information at the client's request.

### Quality stems from balanced staffing and education

Emdeon's Call Center strives to meet the highest industry standards by emphasizing quality assurance monitoring and the continuing education of our representatives. We make sure our staff are deployed in the most effective and efficient ways possible by collecting and reporting hourly call statistics to make sure your needs are being met.



## Transparent Call Support

At Emdeon, we're here to help. To transform the way you run your prescription benefit program today, call us at **800.521.4548** for a complimentary review.





## Features

- Cost-efficient call center outsourcing option
- Interim, short-term, or long-term solutions
- Highly trained, toll-free support for pharmacies and members
- Sophisticated tools and training programs
- Weekend support
- Call center support customizable to client business needs

## Our reliable network delivers the answers you need

Emdeon Prescription Benefit Solutions Call Center Support utilizes our state-of-the-art call center in Twinsburg, OH and Emdeon SelectRx Access to deliver real-time views of pharmacy transactions to call center staff.

Our planning and training are why almost all of our received calls are handled immediately and our call abandonment rates are extremely low. This dedication to excellence means both you and your customers will get the prompt, accurate answers you deserve.

## Benefits

### Significant savings in administrative costs

- Reduced administrative costs through efficient outsourcing
- Long-term support to replace in-house call centers
- Interim and short-term support to extend your staff and maintain service levels during high call volume periods

### High member/pharmacy satisfaction

- Friendly, fast and knowledgeable support with high service standards
- Decision support capabilities to identify service improvement opportunities for pharmacies and members
- Web-based tools to enhance member satisfaction and information access

### Exceptional Emdeon support

- Access to Emdeon's member tools
- Ongoing expert administrative resources and support as needed
- Decision support training

Emdeon is a leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery.

To learn more about our company, our services and our commitment to improving healthcare, visit our website at [www.emdeon.com](http://www.emdeon.com)

