

Essette Customer Service

Provide solid support for your members' critical concerns.

Providing customer service for your plan members isn't the same as helping someone who didn't receive the shoes they ordered online. Patients already feel stressed, and the issues they elevate could potentially be life-threatening.



Essette Customer Service covers your support staff from the moment they accept a phone call or greet a walk-in. The web-based, user-friendly standalone platform empowers your staff to handle all types of issues: member, provider, authorization denials, reimbursement issues, quality of care concerns, and more.

As a result, the standalone platform is your best path to member satisfaction and reduced costs.

Because Essette Customer Service seamlessly integrates with our other population health technology solutions, your staff can instantly access all relevant case details – no need to switch back and forth between multiple systems to find answers or escalate an issue.

User-configurable issue types drive the workflow, allowing for efficient, effective, and consistent handling of cases. Multi-lingual answers to frequently asked questions allow support staff to provide consistent responses across a wide range of potential issues, while the Member 360° view allows instant access to all aspects of patient case histories.

Workers can add notes, attach documentation, track inbound and outbound calls, and monitor outcomes. They can also filter issues by member, provider, member representative, or provider representative.

Contact HMS today to learn how Essette Customer Service can improve your member satisfaction and help your staff do more with less.

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Enterprising healthcare

HMS provides the broadest range of cost containment solutions in healthcare to help payers and accountable care organizations improve performance. Using innovative and time-tested technology and analytics, we prevent and recover improper payments related to fraud, waste, and abuse. As a result of our services, customers recoup billions of dollars every year and save billions more through the prevention of erroneous payments.