

Essette Customer Service

Provide solid support for your members' critical concerns.

Providing customer service for your members and providers 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.



The HMS Essette Customer Service solution empowers you to manage member and provider communications in a single system. It allows customer service representatives to respond more nimbly to member and provider issues -- such as answering inquiries, changing the status of a claim, or authorizing a new ID card -- all from one system without having to maintain multiple logins and passwords.

With all communications placed at your fingertips in a single workflow system, you can easily meet state and federal reporting requirements.

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. Basically, it's everything your customer service team does today in multiple systems, consolidated into one easy-to-use tool.

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

hms.com



Enterprising healthcare

HMS provides the broadest range of solutions in the industry to help payers and at-risk providers improve financial and health outcomes. Using innovative and time-tested technology and analytics, we help our clients reduce costs, enhance quality, and safeguard compliance. As a result of our services, our clients save billions of dollars every year and achieve their performance goals.