We Understand What You Need From Your Partner

01 Cost Optimization

02 3Cs (Commercial, Capability and Cultural) Alignment

03 Digitization and Transformation of the current operations

04 Customer Experience Enhancement

Why Concentrix?

✓ **Proven Innovation with Guaranteed Benefits (Innovation Council/Fund)**

✓ We Deliver Beyond Expectations

✓ **We WILL Drive 15%+ Total Cost Reduction for you**

✓ Flawless Transition

✓ **Partner of Choice with 7 of the 10 Leading Health Insurance Companies in U.S.**

✓ Reduced Repeat Calls, Improved MTM Metrics and Better CX

✓ **16 years of Experience working with Blues, 6 Blue Clients**

✓ We Make the Entire Multi-Vendor Ecosystem Better

✓ Best Results. Tech-enabled, Not Tech-Defined

Why Concentrix...

Fewer Agents + Reduced cost + Increased efficiencies

Horizon **+** up-to

$34 million

Total estimated savings to Horizon over the contract term

15%
Reduction in TCO

137
Headcount reduced

It's a promise!

+

5% to 8%
CX Experience Enhancement

How we make a difference to Horizon

Cost Reduction

- Speech and Text Analytics
  - Repeat Reduction
  - AHT Reduction
  - Identification of self-service options

- IVR
  - Call containment in IVR
  - Deflection to lower cost channels
  - Deployment of Voice BOTs

- Automation
  - Desktop Automation/RPA
  - Intelligent assisted guided work-flow

- WFM optimization–Cross skilling

Customer Experience Enhancement

- Speech and Text Analytics
  - QA automation
  - Improving NPS / C – SAT
  - FCR improvement
- IVR
  - Improve in CX through industry leading technology
  - Reduced wait time
  - Streamline flow of information through conversational IVR
- Automation
  - Improved Automation and QA
  - Agent satisfaction
- Customer Journey Mapping and redesign
- Experienced and strong leadership team to manage Operations / Business KPI's

Digitalization of overall operations

- Concentrix tech enabled advisor journey tools set – Virtual Hiring , PULSE, ALBA, Intelligent Agent assist, ACW Notes, Gamification

- Analytics deployment for end-to-end process insights and reengineering

- Reporting automation and business intelligence services

- Training curriculum redesign

Concentrix Healthcare/ Pharmaceutical Portfolio

PRODUCTS SUPPORTED

Benefits	Claims Inquiries	Eligibility	Retention	List Management
Medicare	Pharmacy Support	Life Insurance	Device Support	Member Acquisition

WORK SUPPORTED

Member Services	Provider Services	Technical & Device Support	Claims Processing	Sales B2B	Sales B2C

CHANNELS SUPPORTED

Voice (IB/OB)	Chat	Email	Social Media	SMS/Text/ Messaging	Backoffice (Correspondence and Fax)

21 Years

44 Clients

268 Lines of Business

13 Languages

17,000+ Staff

18 Countries

72 Centers

60M Annual Transactions

Highlights of our Current Blues Support

Supported by strong horizontal technology and operational competencies

Sales and Revenue Generation	Member Services		Health & Care Management	Provider Services		Claims Processing		Technical & Device Support
Health and Care Management	Member Contact Service	Benefits and Enrollment	Health and Care Management	Network Management	Provider Contact Services	Claims Adjudication	Post Adjudication	Device Management
Lead Generation	Broker and Account Mgmt. Support	Case Installation Testing	Coverage Review Determination	Provider Demographics Load	Eligibility and Benefits Calls	Mail Room Services	Claim Audits	Application & Software Support
Exchange Services	Eligibility and Benefits Calls	Benefits Administration	Prior Authorizations	Credentialing Support	Claims Calls and Resolution	Claims Data Entry and Correction	Overpayment Data Mining	Customer Tech Support
Licensed Health Insurance Sales	Claims Calls	Benefits Configuration Testing	Patient Services	Contract Load	Complaints, Appeals & Grievances	Claims Adjudication	Overpayment Recovery	App Store
Enrolment Support calls	Tech Support	Billing – Individual and Group	Clinical Review	Provider Data Accuracy	VOC Analytics	COB/Subrogation	Claim Adjustment	PTC & AE Reporting
Member ID Cards & Premium Payments	VOC Analytics	Member Enrollment	Case Registration Workers Compensation			Claims Repricing	Payment Integrity	
						Provider & Member Correspondence		

Process	Blues Exp	Overall Exp	Blue FTE	Overall FTE
Sales and Rev Gen	4+ years	10+ years	200	1500
Member Contact Services	7+ years	10+ years	1500	3500
Enrolment and Billing	7+ years	7+ years	125	250

Process	Blues Exp	Overall Exp	Blue FTE	Overall FTE
Provider Contact	7+ years	14+ years	900	3900
Claims and Adjustments	10+ years	14+ years	600	3500
Network Management	NA	3+ years	NA	150

Horizon BCBSNJ & Concentrix Cultural Alignment

We share the same values. We believe in your mission and vision.
We are here to serve and support Horizon and make great things happen together.

Mission
We empower our members to achieve their best health.

Vision
We are New Jersey's health solutions leader driving innovations that improve health care quality, affordability and member experience in the markets we serve.

Values
Collaboration, Communication with Impact, Costumer Focus, Developing Self & Others, Driving for Results

Mission
To create value for our business partners by being a meaningful part of their success

Vision
We will be the greatest services company in the world, rich in diversity and talent

Values
Integrity, Tenacious, Bold, Disruptive, Excellence, Transparency, Openness, Knowledge

Our Global Healthcare Footprint

Offering the Right Blend of Experienced Locations for our Clients' Needs

CANADA
- 2 Contact Centers
- ~500 HC Agents

UNITED KINGDOM
- 1 Contact Centers
- ~10 HC Agents

GERMANY
- 5 Contact Centers
- ~70 HC Agents

KOREA
- 2 Contact Centers
- 20+ HC Agents

JAPAN
- 1 Contact Center
- 10+ HC Agents

SPAIN
- 1 Contact Center
- 10+ HC Agents

HUNGARY
- 1 Contact Center
- ~15 HC Agents

UNITED STATES
- 12 Contact Centers
- ~3,500 HC Agents

THAILAND
- 1 Contact Center
- 10+ HC Agents

DOMINICAN REPUBLIC
- 2 Contact Centers
- ~200 HC Agents

INDIA
- 10 Contact Centers
- ~3,500 HC Agents

NICARAGUA
- 1 Contact Center
- ~35 HC Agents

PHILIPPINES
- 23 Contact Centers
- 5,000+ HC Agents

COSTA RICA
- 2 Contact Centers
- ~600 HC Agents

MALAYSIA
- 1 Contact Center
- ~40 HC Agents

COLOMBIA
- 3 Contact Centers
- ~650 HC Agents

BRAZIL
- 1 Contact Center
- ~40 HC Agents

NORTH AMERICA
- 14 Contact Centers
- ~4,000 HC Agents

LATAM
- 9 Contact Centers
- ~1,500 HC Agents

EMEA
- 8 Contact Centers
- ~100 HC Agents

APAC
- 38 Contact Centers
- ~9,000 HC Agents

CONCENTRIX™

Concentrix is Different By Design

- Our story starts with focus on removing agent-assisted calls – through **digital channels, self-service, and automation**

- Then we use **analytics** to identify pain points along the customer journey, making it easier for the customer and easier for the agent to support the customer. This reduces handle times, reduces repeat calls, increases customer satisfaction.

- We focus on the **geographic options** our clients want, and the scalability and consistency that only Concentrix can offer.

  – Our **CORE operating model** ensures consistency across the globe, which is important to our partners where we may have several sites across multiple geos. No other company has our delivery footprint and proven/award-winning analytics and technology services.

Why Concentrix?

We reduce operating costs for our partners + increase stakeholder satisfaction in 3 ways. 1 or more of these methods may apply to a business depending on their current state of business operations/maturity:

How we reduce cost	Benefit
Automate Tasks that can/should be automated and leverage technology to facilitate a modern experience	**25-40%** of FTE reduction potential
Leverage alternate/lower cost locations for labor	**70-40%** reduction of baseline costs for in-house U.S./North America based operations
Drive Efficiency within processes Allows the remaining labor pool to "do more", faster and with a higher accuracy rate per person than the original state. By focusing on outcomes such as reduction in employee attrition/turnover, reducing training times/increasing "ramp to proficiency", and reducing error rates in tasks that don't need to be repeated.	An additional **5-12%** reduction in costs for operations

Concentrix At-a-Glance

Robust Global Footprint

6 Continents

70 Languages

40+ Countries

Unparalleled Ability to deliver high-value services globally

Deeper Industry and Domain Knowledge

Exceptional Technology, Digital and Analytics Expertise

50 Unicorns/ Disruptors

270K+ Team Members

80+ Fortune 500 Clients

80+ Industry Awards

Global Footprint

Global consistency with local intimacy

NETHERLANDS
GERMANY
SWEDEN
POLAND
SLOVAKIA
HUNGARY
ROMANIA
UNITED KINGDOM
IRELAND
BULGARIA
FRANCE
ITALY
SPAIN
TUNISIA
PORTUGAL
EGYPT
MAURITIUS

APAC
- 108 Contact Centers
- 110,210 Seats
- 126,415 Agents
- 148,640 Staff

NORTH AMERICA
- 48 Contact Centers
- 24,619 Seats
- 19,532 Agents
- 23,748 Staff

JAPAN
SOUTH KOREA
CHINA
INDIA
VIETNAM
PHILIPPINES
THAILAND
MALAYSIA
INDONESIA
AUSTRALIA
NEW ZEALAND

CANADA
UNITED STATES
DOMINICAN REPUBLIC
JAMAICA
HONDURAS
EL SALVADOR
NICARAGUA
COSTA RICA
COLOMBIA
BRAZIL

LATAM
- 27 Contact Centers
- 17,962 Seats
- 18,519 Agents
- 21,535 Staff

EMEA
- 48 Contact Centers
- 22,455 Seats
- 17,582 Agents
- 20,645 Staff

Concentrix Security and Compliance

Business Continuity Governance Crisis Response

24 x 7 x 365 Cyber Defense Operation Center

Integrated Fraud Prevention

Pioneering Security Analytics

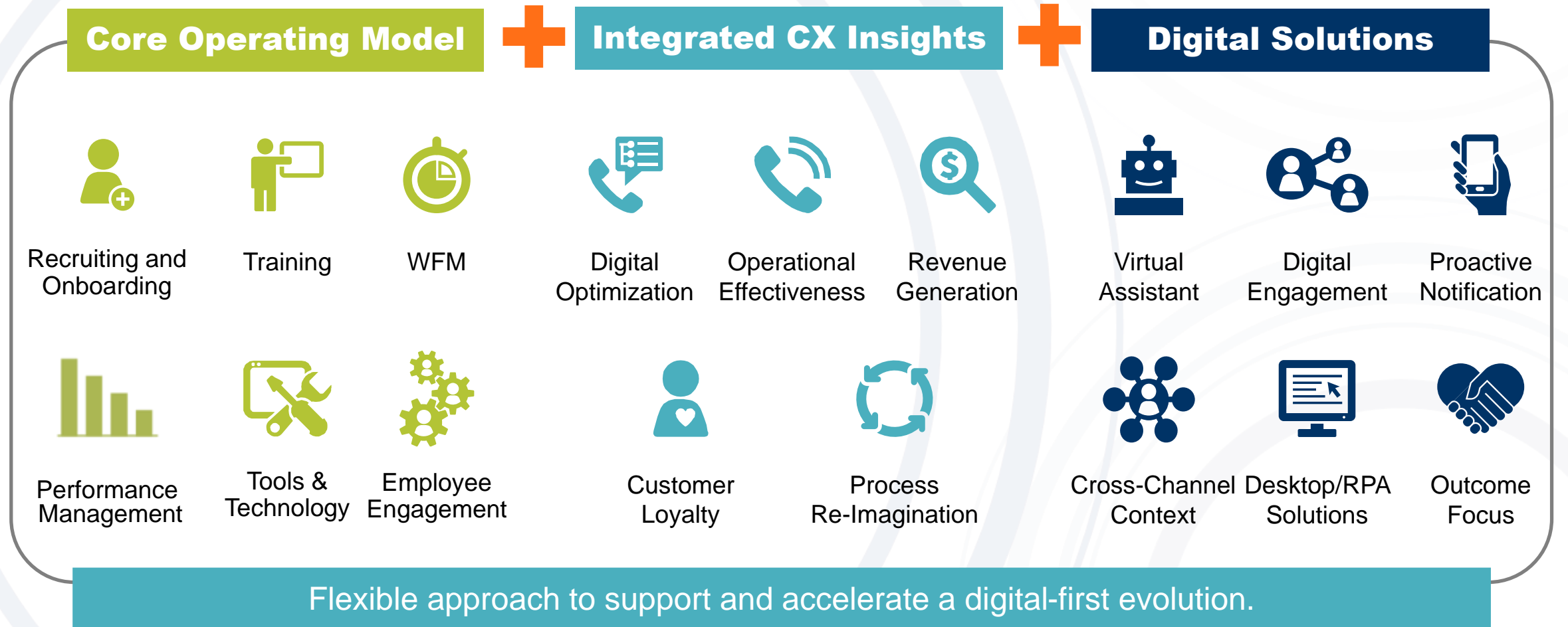| Innovation CIO Award Cyber Security	Information Security Master Award	CSO NEXT Award	Top 100 CISO Award	EDGE Cyber Security Conclave	Graphie Awards

Innovation and Transformation is Part of Our Integrated Delivery Structure

Core Operating Model + **Integrated CX Insights** + **Digital Solutions**

Recruiting and Onboarding	Training	WFM
Performance Management	Tools & Technology	Employee Engagement

Digital Optimization	Operational Effectiveness	Revenue Generation
Customer Loyalty	Process Re-Imagination	

Virtual Assistant	Digital Engagement	Proactive Notification
Cross-Channel Context	Desktop/RPA Solutions	Outcome Focus

Flexible approach to support and accelerate a digital-first evolution.

CONCENTRIX™

Concentrix IVR and Contact Center Ecosystem

Powered by AWS

Strategy → Design → Build → Integrate → Manage

Concentrix Experience Platform

Customer

Web
Mobile
Social Media
Messaging

Chat
Chat Bots
Virtual Assistant
IVR

Telephony &
Call Routing

Call
Recording

360 Degree
Customer View

Voice of the
Customer

CX Analytics
Insights

WFM &
QA

CRM & Agent
Desktop, Tools

Concentrix
CORE

Contact Center
Reporting

Agent

Brick & Mortar
Work at Home
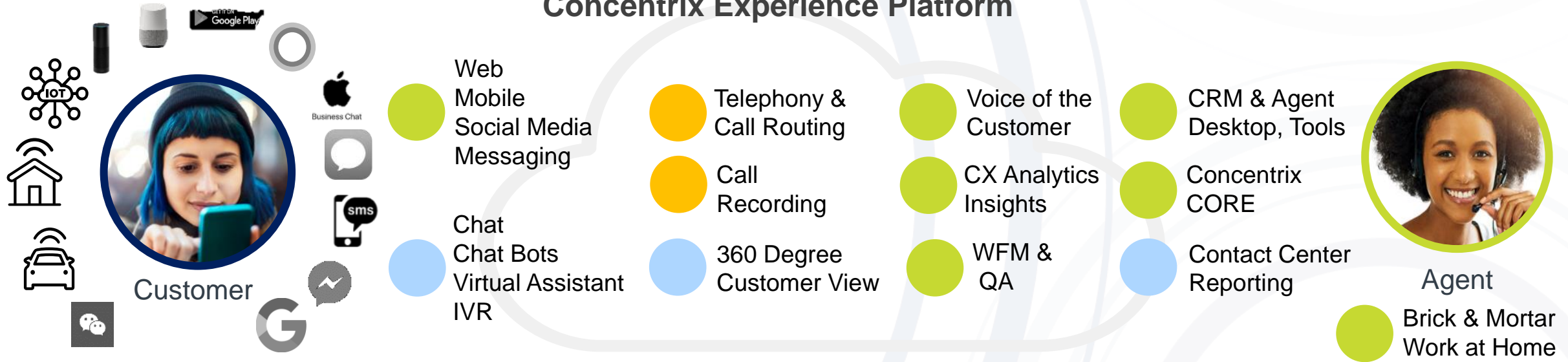
AWS/Amazon Connect

Concentrix

AWS or Concentrix

Alignment with Key Market Drivers

- **Consumerism in Healthcare**–Member are Customers w/ high service expectations

- **Creating Positive Margins**–Highly Competitive Market (both traditional and DPC models)

- **Market convergence**–Non-traditional healthcare orgs / providers

- **Strategically Moving from "volume to value"**
  - Population Health Management: engaging and activating Members outside the 4 walls of the hospital
  - CMS Reimbursement strategies (i.e. Transitional Care / Chronic Care Mgt.)

- **Investing in Exponential Technologies to:**
  - Reduce the cost of care—increase scale and capacity and focus on "Leakage to Keepage"
  - Increase access
  - Improve healthcare outcomes

Why Concentrix for IVR and Messaging?

Premier digital self-service and omnichannel solutions partner enabling iconic brands across industries

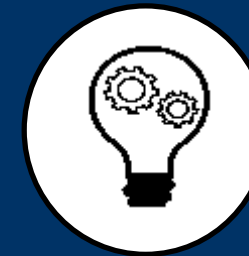**9.2/10**
CSAT Rating

8/10
Client Innovation Score

98%
of clients would recommend us

500+
commercial technology clients

800+
Years combined development experience

7B+
Premise, Hosted & Cloud interactions

1B+
Private cloud interactions

100%
self-service uptime

Multi-year, multiple award winning solutions

2016 GOLD STEVIE WINNER FOR SALES & CUSTOMER SERVICE

2017 STEVIE SILVER WINNER FOR SALES & CUSTOMER SERVICE

2018 STEVIE BRONZE WINNER FOR SALES & CUSTOMER SERVICE

BRONZE 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

BRONZE 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

CONCENTRIX™

NIRVANA
Where relationships really work

Proper governance structure and integrated teams

Feedback from us to you—and you to us—on the market

Right conversations about where you are going as a business

OUR BELIEFS AND AREAS OF INVESTMENT

1 — Insightful, channel-less engagement

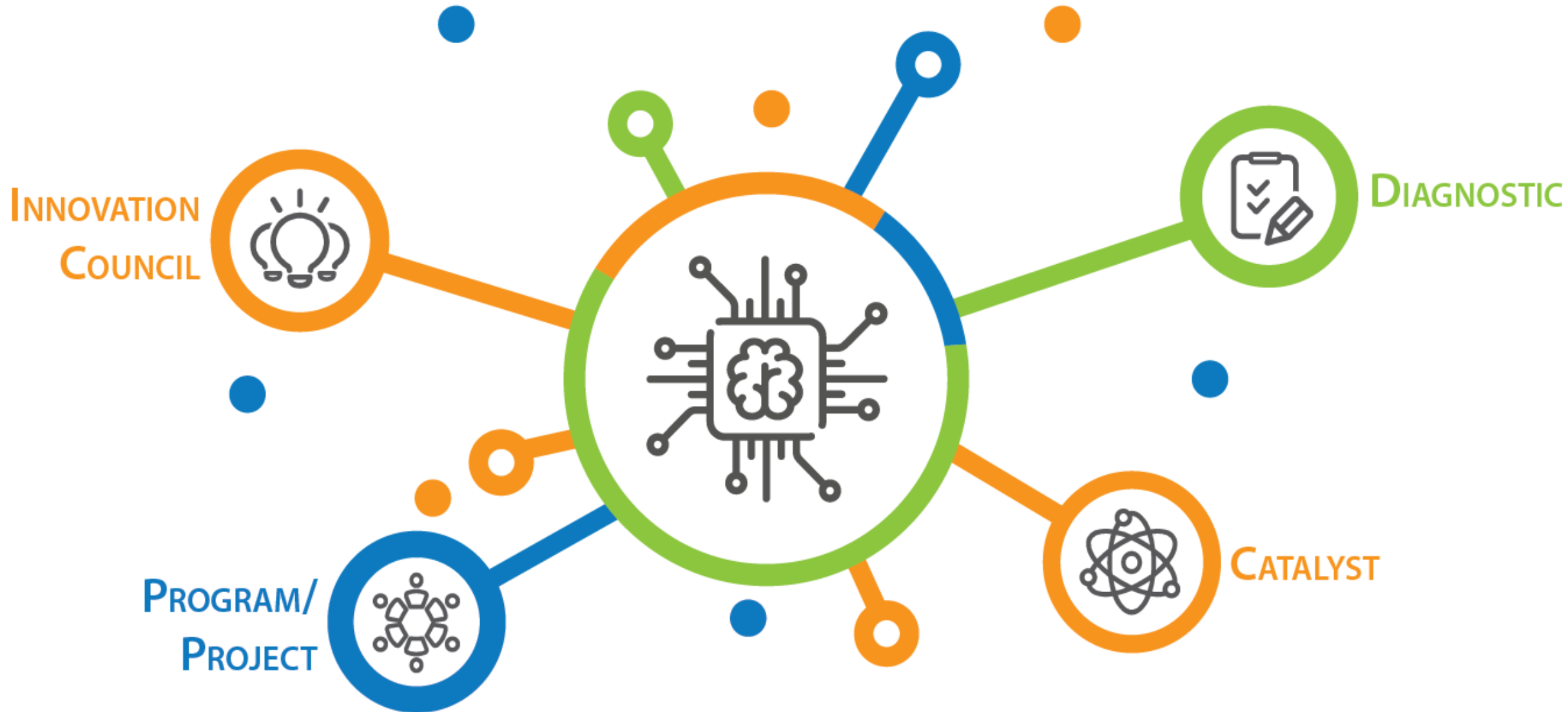**2** — Automation across all channels

3 — Improving the workforce environment

4 — Measuring results (NPS with ♡)

5 — Doing it ALL securely

CONCENTRIX™

COLLABORATING TO BETTER IDENTIFY DIGITAL INNOVATION OPPORTUNITIES

INNOVATION COUNCIL

DIAGNOSTIC

PROGRAM/ PROJECT

CATALYST

SCALING DIGITAL TRANSFORMATION
Investing to support your digital transformation

CUSTOMER EXPERIENCE

- UX/UI & Mobility Design • VOC & Sentiment/Emotion
- Product Feedback Analytics • Omnichannel
- Tone & Voice • Agent 2.0 • Advanced Empathy
- Performance Management Systems
- Customer Journey Analytics

OPTIMIZATION

- RPA • Call Avoidance/Deflection • IVR/CIT
- Transaction Automation/BOTs • Gamification
- Analytics–Speech & Operational • Consulting/EDGE
- Agent Knowledge Bots • Next Best Engagement

DISRUPTION

- App –Digital Experience • Real-Time Translation Hubs
- Machine Learning • Real-Time Analytics
- Automation • Augmented Reality • Messaging
- IOT/Connected Devices • Gig Solutions
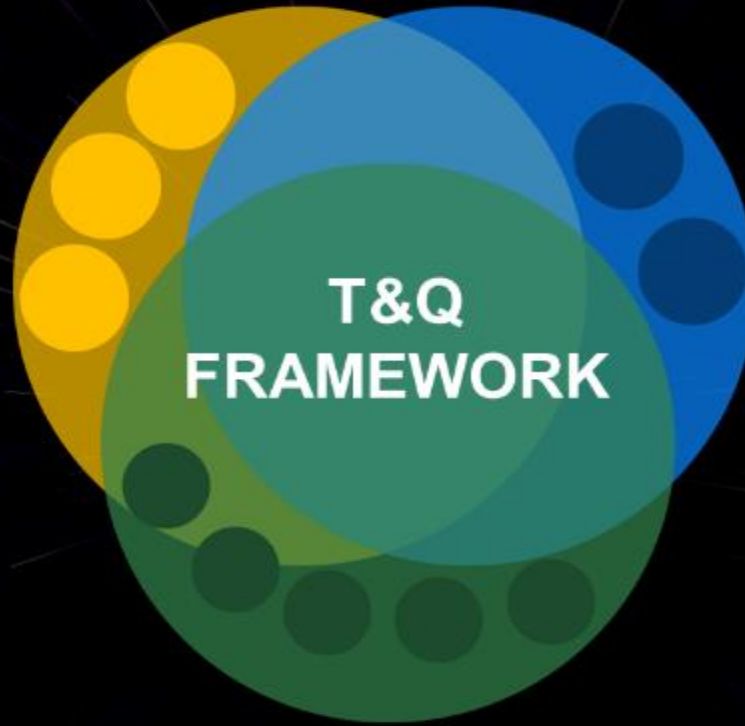
Talent + Training + Transition = Success

CONCENTRIX™

NEXT-GEN LEARNING ELEMENTS

EXPERIENTIAL LEARNING

GAMIFICATION

- **GAME BASED LEARNING**
- **GAME MECHANICS**

INSTANT ENGAGEMENT

ADAPTIVE LEARNING

AUTOMATION

CELLs

TALES

GRADE

N-GAGE

ALBA

QA AUTOMATION

IMMERSIVE
EXPERIENCE
INTERACTIVE
ENGAGING
SELF

PRACTICAL
INFORMAL

SOCIAL

GOAL-ORIENTED
TECHNOLOGY
BITE-SIZE

COGNITIVE
INTEREST

CONCENTRIX

MILLENNIAL MIND

ALBA- Advanced Learning through Bot & Automation

1 Ramp to Proficiency

2 Customer & Business Ready Advisors

3 More Practice for Advisors

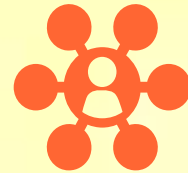**4** Deployed in Multiple Accounts

TRAINER SIMULATION BOT

NPS ⬆ 3%

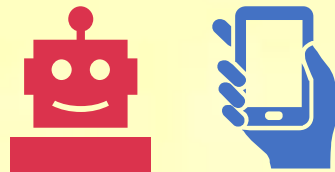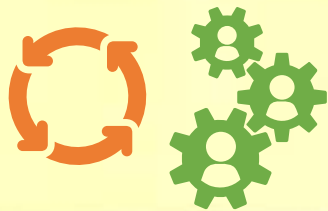In Pipeline: Email and Voice BOT

SCENARIOS 5 ➡ 20

Important Links

Concentrix Executive Video Presentation

Website: https://nowandalwayscnx.com/

Password: Concentrix@2021

Video: https://player.vimeo.com/video/591751123
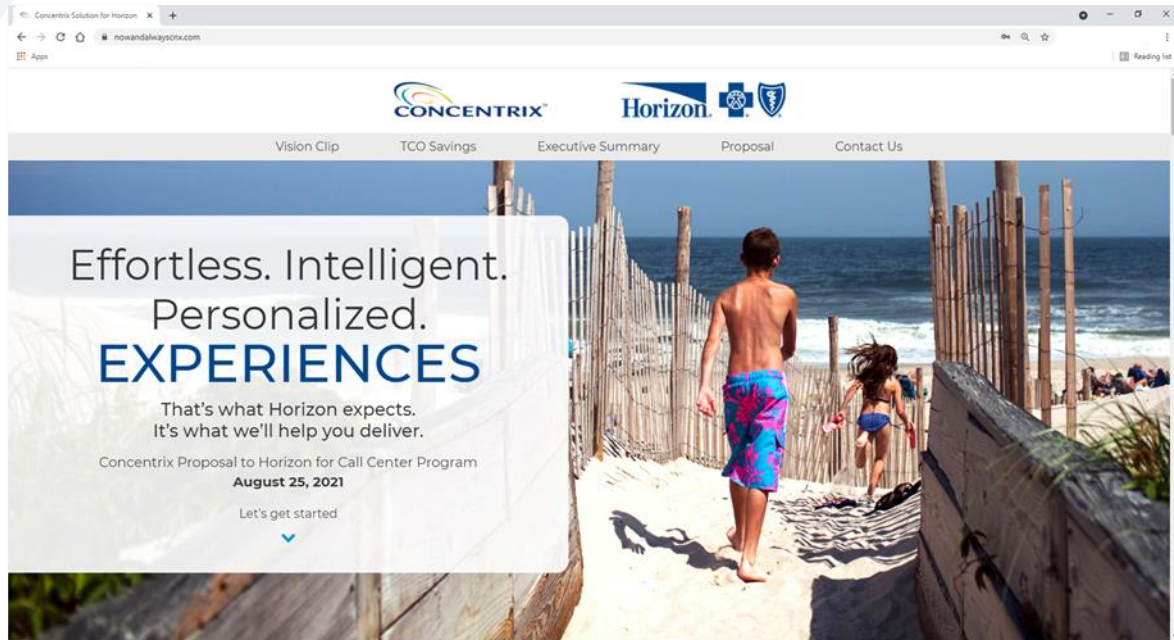
Password: Concentrix@2021

Concentrix Work At Home Overview

Crisis Management Mode – Time to Pivot

Over 2-4 weeks in 2020, CX services providers migrated up to 50% of their global workforce to WAH.

% workforce that is WAH

50

25

0

Mid-term (6-12 mo): Expect WAH adoption of 25-30% globally
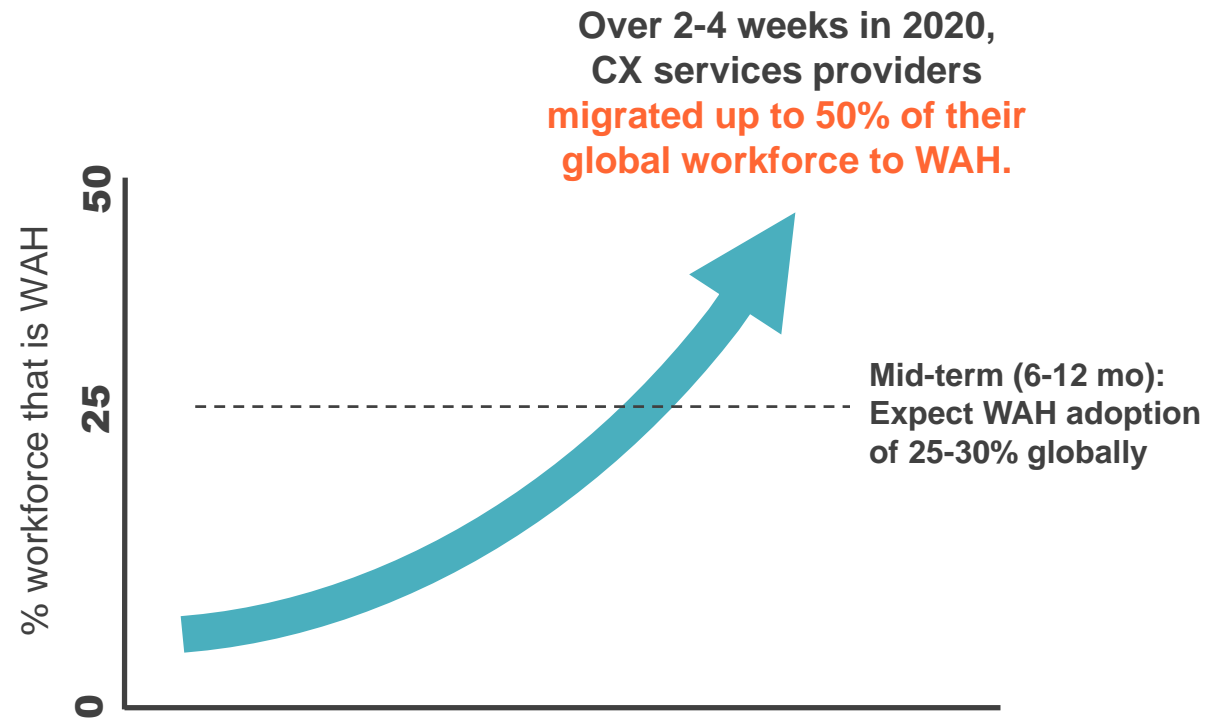
Source: NelsonHall, "Impact of COVID-19 on CX Services: Vendor Perspective: COVID-19 Impact Assessment," April 2020.

With initial crisis response complete, now is the time to determine long-term workforce strategy.

Concentrix Work at Home

Differentiation that sets you apart

15 years of experience helping clients navigate the next level customer experiences at home

At Home Ready where YOUR business needs us to be

60%+ Global staff WAH

40 Countries
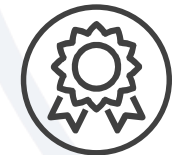
100% Country Certifications Completed

Security + Business Continuity; Investments YOU expect
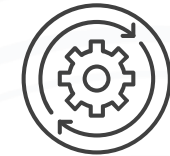
Flexible & Secure Desktop Environment

Scalable Global Infrastructure

Industry Recognized Compliance

CX focused, Digitally enabled Ecosystem

Digital Operating Model Overlay

Innovation, Automation & Optimization

Technology & Systems Integration

CONCENTRIX™

Concentrix Certified
Work at Home Footprint 40 Countries Strong

At Home ready where your business needs us

NETHERLANDS
GERMANY
SWEDEN
POLAND
SLOVAKIA
HUNGARY
ROMANIA
BULGARIA
ITALY
TUNISIA
EGYPT
MAURITIUS

UNITED KINGDOM
IRELAND
FRANCE
SPAIN
PORTUGAL

JAPAN
SOUTH KOREA
CHINA
INDIA
VIETNAM
PHILIPPINES
THAILAND
MALAYSIA
INDONESIA
AUSTRALIA
NEW ZEALAND

CANADA
UNITED STATES
MEXICO
DOMINICAN REPUBLIC
JAMAICA
HONDURAS
EL SALVADOR
NICARAGUA
COSTA RICA
COLOMBIA
BRAZIL
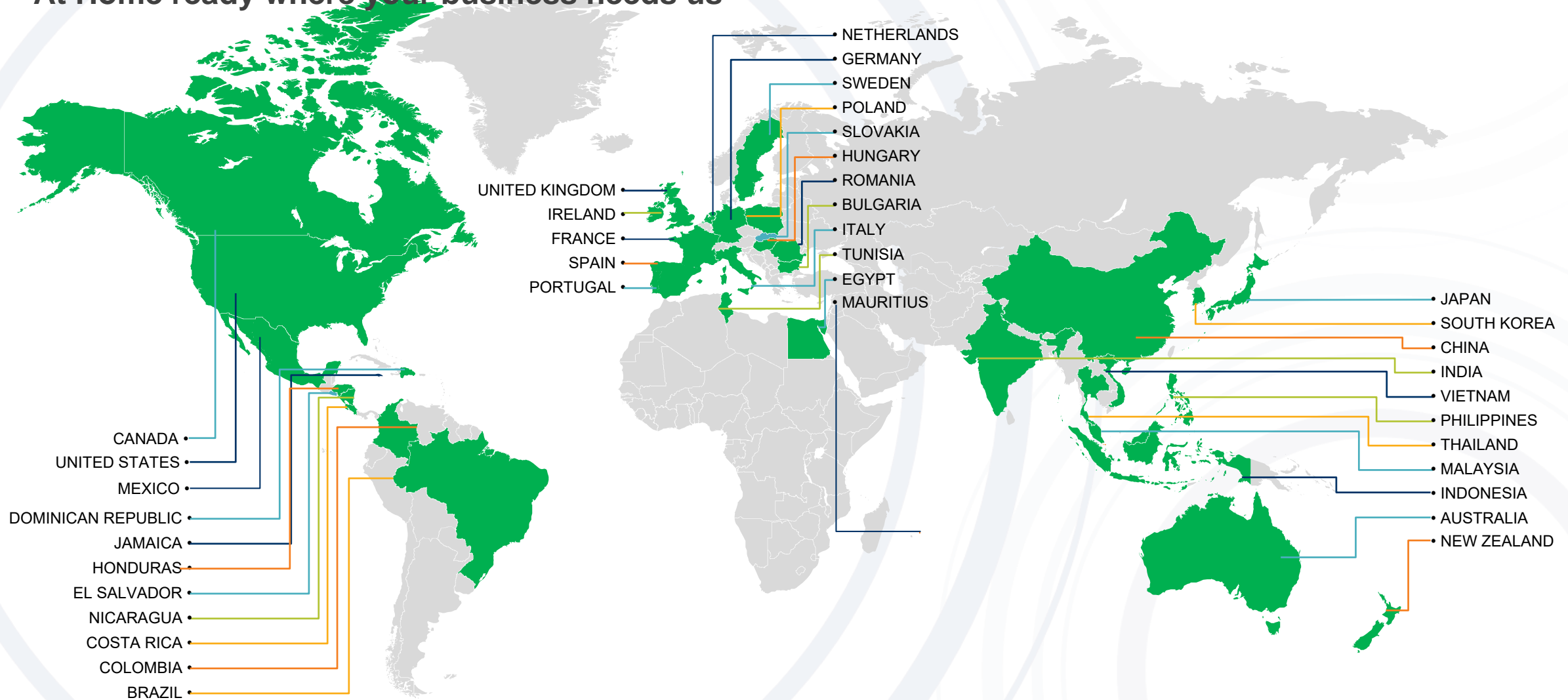
Industry Leading Security + Business Continuity

Flexible & Secure Desktop Environment

- Hardware Ownership Agnostic platforms
  - BYOD-Bring Your Own Device
  - BYOH-Bring Your Office Home
- Virtual Desktop consistency
- Telephony Agnostic

Innovative Fraud Prevention Solutions

- SecureCX™
- Secure Payments
- QuickConnect

Industry Recognized Compliance

SecureCX™ by Concentrix

Video: https://youtu.be/QLiGPziV3HA

SecureCX™ by Concentrix

Concentrix SecureCX™ takes the remote work environment beyond data and workstation security, providing workspace monitoring to protect your customers and your business.

Multi-factor Authentication	Face Authentication	Policy Adherence	Sharing & Collaboration	App Development
Voice WAH	**Identity Verification**	**Object detection**	**Alert & notification**	**Integration**
Multi-factor authentication using SSO, Voice T- OTP through agent voice to login VDI, VM or other applications	Verification of agent based on facial landmark and alert supervisor for violation	Object and behaviour analysis of restricted objects like mobile, shouldering and spoofing	Real-time notification and feedback based on policy violation to 24/7 Security Command Centre, supervisor and agent for coordination	API & 24X7 development support to facilitate ease of use and deployment for wider audience

Digitally Enabled Ecosystem

Concentrix Culture is not limited to the four walls of the Contact Center

- Hire Right
- Digital Onboarding
- Ramp to Proficiency
- Competency Development
- Advisor Enablement
- Staff Engagement Studio
- Innovation
- IT Helpdesk and Security

The Digital Candidate Journey

Your business needs brand aligned talent; Concentrix is equipped to find that talent

Digital Sourcing

Wider reach; location agnostic

Online Assessments

Competency, logical, problem solving, language assessments, typing tests etc. as required

E-Offer

Candidate offered position upon successful outcome of interview

Profiling and Testing

Candidate applies through Concentrix careers

Automated Screening

Experience and skill alignment Concentrix Proprietary Home Office ISP and computer tests

Live Video Interview

Virtual video Interview completed to gauge candidate aptitude

Digital Onboarding

Candidate onboarding journey begins; anytime, anywhere

Journey enabled by Dedicated Virtual Recruitment and Talent Acquisition Leadership

Training a remote workforce to handle complex problems

- What tools and processes to you use to make the training process in the remote environment successful?
- How do we ensure product knowledge is retained?
- What strategies do you employ to reduce training times?
- How do you approach retention in a remote workforce differently than face to face?

Virtual Training: It is not 100% Self-Paced

Smart enablement of agents remotely ready to serve your customers day one

Ramp to Proficiency

1

Virtual Training Readiness Toolkits *(scope identification)*

- Plotter analytics toolkit
- Process maturity assessment

2

Virtual Trainer Readiness *(certification and upskilling)*

- Virtual Foundational
- Virtual Advanced

3

Content Design for Remote Learning *(content readiness)*

- Remote ILT exercises
- Pocket videos
- eLearning and simulators
- Digital QR code books
- Game-based learning and assessments

4

Remote Engagement *(practice and platforms)*

- ALBA learning bot
- GRADE–Game mechanics platform
- Pulse
- QuickConnect

5

Self Empowerment *(continuous education and change management)*

- Knowledge base article curation
- Self-help videos

Management of a Remote Workforce

- What are some things that make a remote workforce successful?
- How do you stand it up, instill the company culture in the workforce, keep it healthy, and sustain the model – backfilling, training, etc.?
- How do you ensure CX continues: What are challenges or watch outs with a remote workforce that may not be obvious?

CONCENTRIX™

Managing virtually is different.

Concentrix Leaders are Virtual Ready

Competency Development

Dedicated WAH Leadership Learning Paths

275+ tools & processes enabled to deliver excellence from home

WAH Manager Toolkit

MANAGERS - WELCOME TO YOUR ALL-IN-ONE TOOL KIT
The world changed overnight and suddenly you're leading a remote team. Don't worry, we're here for you and we've created this tool kit to give you the most important things you need -- all in one place...

MANAGERS

Work@Home Tips & Tricks
How to Be Successful Leading a Work@Home Team

HEALTH & WELLNESS
The wellbeing of you and your team is the foundation of your success. Whether it's physical, mental or financial wellness, without it you can't be effective. Click here to see our Staff Wellness Tool Kit for all the information you need to keep everyone in tip-top shape.

DATA SECURITY
Our teams deal with sensitive data every day and now that they're working at home, that data is even more vulnerable to clever fraudsters. Here's a link to information you and your team needs to keep our and our clients' data safe.

One View Easy Access through Role based Toolkits

Our Work At Home Knowledge Base

Welcome to CORE
WORK AT HOME
COVID-19 CORONAVIRUS AWARENESS

144 WAH Processes / Learning Aids

CORE

Our Work At Home Academy

80+ Modules
eLearning
Blended learning
Instructor-led

50+ Modules
Infographics
Pocket videos
Games

9 Languages
97K Unique Penetration
521K Enrollments

COVID Use Case

CONCENTRIX™

Global Consistency from Home

Advisor Enablement

Agent Coaching
Leveraging effective tools to virtually provide relevant, focused and timely feedback to agents to help improve performance

Contact Monitoring
Quality control check that identifies best practices and opportunities **(including specific WAH risks auditing)** to address skill, behavior and process gaps and help drive operational performance.

Review the Reviewer
Check and balance on quality evaluations to ensure accuracy of audits and initiate corrective and preventive actions where errors are noticed.

Virtual Real-Time Agent Support
Virtual agent helpdesk in place to allow efficient and effective support to the agents real-time.

Calibration/Call Listening
Effective and accurate evaluation of agent performance through alignment of expectations and understanding of evaluation criteria to improve customer experience
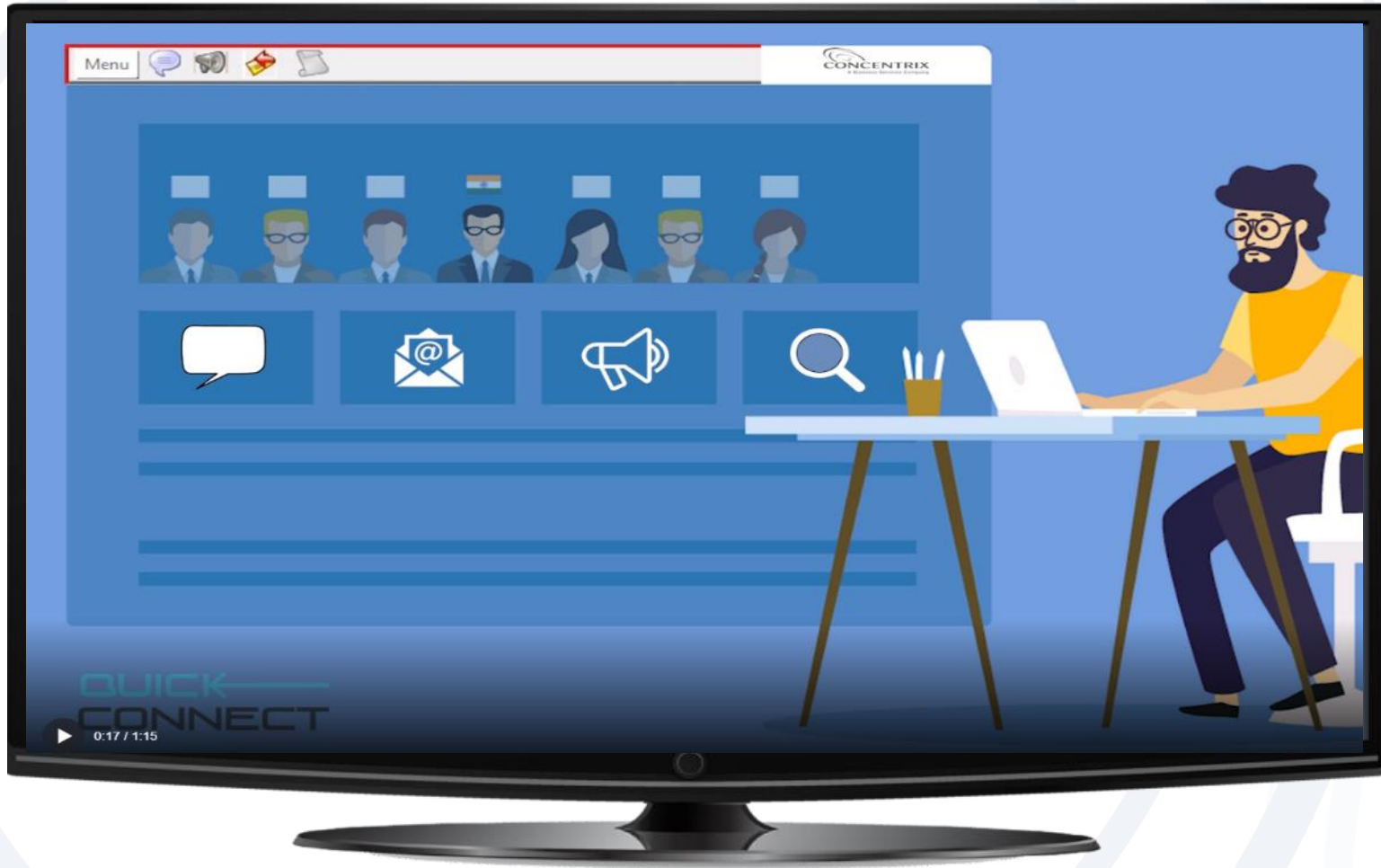
New Hire WAH Quality Orientation
A virtual orientation for NH agents to provided education on quality expectations and assessment criteria that are aligned with program needs.

Reporting and Insights
Quality audit results are leveraged through analytical insights to help boost operational performance.

QuickConnect

Staff Engagement Studio

SecureCX™
by Concentrix

PULSE
by CONCENTRIX

Concentrix QuickConnect

Secure, proprietary, policy enabled communication solution

Advisor Enablement

Staff Engagement Studio

- Live interactive viewing of agent desktop

- Live stealth viewing of agent desktop

- Real-time remote control of agent desktop

- Real-time individual and team communication functions via
  - Chat
  - Email
  - Broadcast
  - Surveyor
  - Notes

QuickConnect Video Overview

Connecting Our Teams Virtually

Staff Engagement Studio

https://youtu.be/j17xIUzC7hI

Don't take our word for it, watch CNXTv and meet India...

Communication is different – and critical for success

- Virtual communication takes more time
- Dedicated WAH leadership at home supporting staff
- Multiple communication tools enable the Staff Framework like our newest channel CNX.Tv

Building the Virtual Connection

- Teams connected 100% of the time for real time support, power hours, announcements to the virtual production floor
- Rewards & Recognition – broadcast & visuals

Mental Wellness at Home

- Wellness resources covering 8 wellness dimensions (Mental, Physical, Financial, Environmental, Social, Spiritual, Intellectual and Occupational

SPREAD THE LOVE AND GIVE KUDOS!
You can now give kudos to your teammates on the Concentrix ONE app.

Mental Wellness Partner

QuickConcent — Chat · Broadcast · Qmail

Concentrix CORE

Concentrix ONE

Concentrix Buzz

Concentrix University

Manager 1:1

Social Media

Technology Infused Innovation

Concentrix has established an award-winning framework focused on Innovation and Transformation that goes beyond Operational Excellence that enables a Tech Infused Home Agent

Innovation

Digital Sourcing to Onboarding

Advanced Learning Ramp to Proficiency

INNOVATION IDEATION

Tech-Enabled Advisor 2.0

CONCENTRIX CORE

C1

Staff Engagement Studio

QuickConnect

SecureCX™

PULSE by CONCENTRIX

275+ WAH specific processes supported by 6σ + lean culture

Digital Support

Intelligent Advisor Assist

GOLD
2020 STEVIE WINNER
ASIA-PACIFIC STEVIE® AWARDS

THANK YOU!

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Case Studies

Horizon Blue Cross Blue Shield

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MTM Index Results @ 99.90% which is the 3rd best score among all blues

The Member Touchpoint Measures (MTM) Program is used by the Blue Cross and Blue Shield Association (BCBSA) to assess service performance by monitoring enrollment processing, claim adjudication, inquiry resolution and first call resolution to determine responsiveness to customers

Measure	Possible Points
Enrollment Measures	
Enrollment Timeliness	10.00
Member-Level Accuracy	10.00
Group-Level Accuracy	10.00
Claims Measures	
Claims Timeliness	10.00
Processing Accuracy	13.00
Financial Accuracy	13.00
Inquiry Measures	
Inquiry Timeliness	10.00
Inquiry Accuracy	16.00
First Call Resolution	8.00
Total MTM Index Points	**100**

Healthcare Specific Success Stories

Client	Business Objective	Solution Implemented	Result / Business Value
Vision Benefits Company	This vision benefits leader was striving to deliver a low-effort, high-quality IVR experience.	Integrated natural language understanding **(NLU) IVR** self-service along with **Customer Interaction Hub (CIH)** to provide an easy, fully conversational CX.	**44% containment rate** (with performance guarantee)
National Health Plan	Members weren't getting what they needed from this healthcare insurance leader's limited menu IVR.	Implemented a **natural language IVR** to streamline the user interface and help members get what they needed faster, creating a more effortless experience	**70-80% reduction in repeat callers**
Leading Healthcare Consumer Org.	This leading healthcare consumer engagement client needed help serving providers across service channels.	Provide a **multichannel solution** (voice w/ CTI, e-mail and SSO agent desktop) along with agent services, including unique scripting for each provider.	**3 minute reduction in agent AHT**
Regional Health Plan	A leading health insurer wanted to increase self-service rates while increasing the member and provider experience	Delivered an **IVR solution and integrated automated outbound solution** that proactively provides benefit payment information	**80% Self service rate achieved (member and provider)**

Maintaining IPP scores below 0.05% throughout the year

**Manage 60% volumes for the customer

- IPP – Inter Plan Performance

- Blues measure inter plan performance with respect to Home and Host claims and Adjustments

- Home claims - % of Home requests processed greater than 30 days – 3% target

- HosClaims - % of Host requests processed greater than 10 days – 3% target

- Adjustments - % of Home requests processed within than 14 days – 99.50% target

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Driving Innovation Across Front office and Back office for Fortune 500 US payers
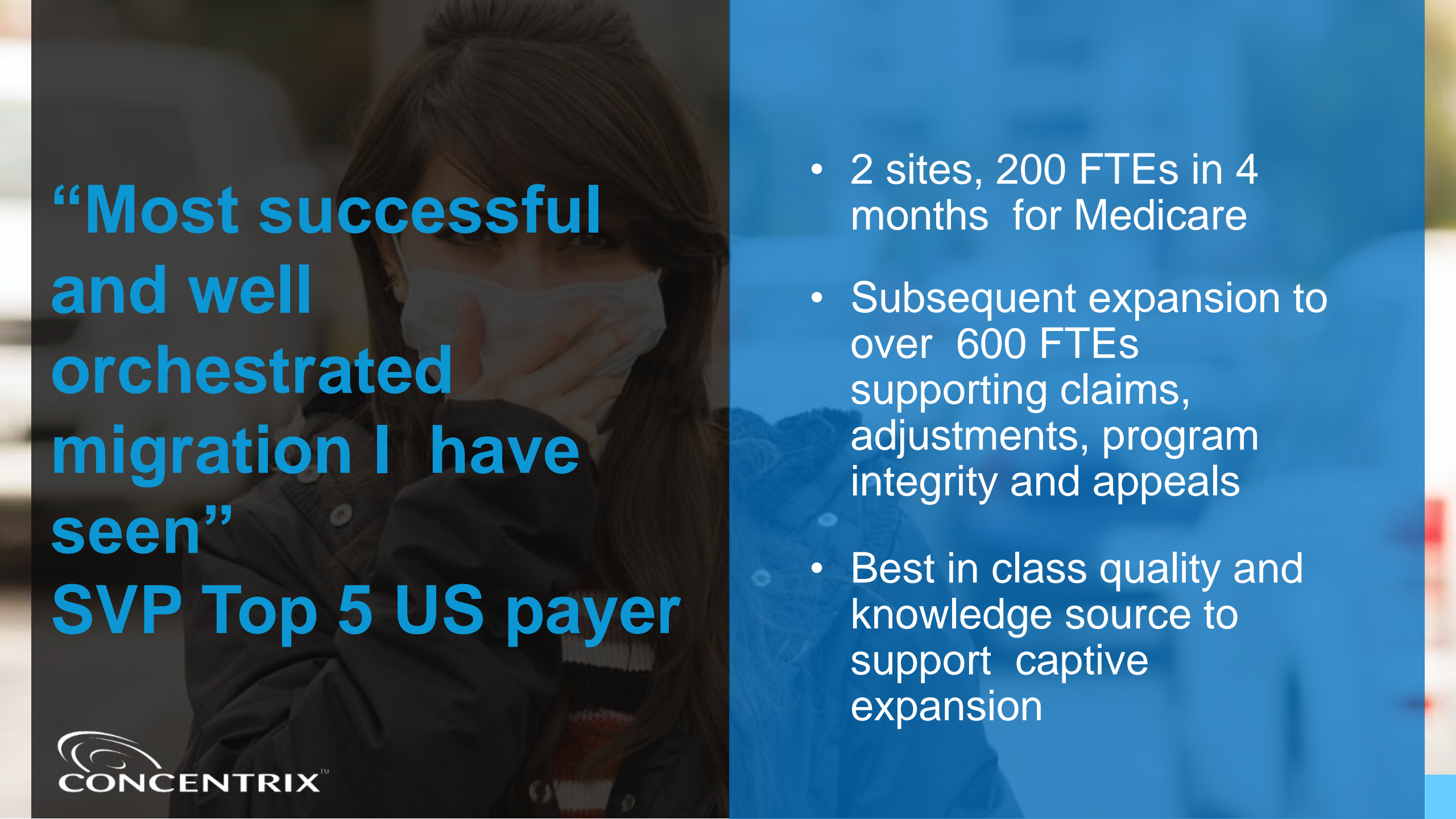
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Customer #1:
- Mispaid leakage prevention by $1B
- 20+ projects completed through Innovation councils
- $13M savings across claims, enrollment, plan automation and appeals

Customer #2:
- Leading RPA Implementation for Medicare claims
- $0.4 M Admin Expense Reduction
- $1.2 M LPI Reduction

Customer #3:
- Simulation environment embedded into training plan
- 30% reduction in training time and 62% reduction in defects
- 15+ Projects completed through Innovation Councils with 20+ automation solutions

"**Most successful and well orchestrated migration I have seen**"
SVP Top 5 US payer

- 2 sites, 200 FTEs in 4 months for Medicare

- Subsequent expansion to over 600 FTEs supporting claims, adjustments, program integrity and appeals

- Best in class quality and knowledge source to support captive expansion

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68% reduction in unnecessary routes to Network Management Team Down from 40% to 13%

- High percentage of incorrect volume routed to Network Management Team resulting in higher ageing

- Multiple scenarios with complex guidelines

- Lack of documented reference materials

- Training alignment with respect to Network Management Team

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Partner of choice for a leading Blues Plan

- 600+ team members supporting 10 service lines

- Seamless ramp from 150 FTEs to over 800 FTEs at peak within 15 months to deliver client outsourcing strategy

- Delivering client enterprise analytics, reporting and command center services

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Breaking the 'complex to learn' myth through our Smart Training Solution

- Predicting New hire/ Up-skilling performance prior to production

- 25% Reduction in Training Duration

- 30% Faster Time to Proficiency

- New Hires achieving 99%+ Accuracy targets from Day 1

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Improved Member & Provider Experience for a Large Blues Health Plan

- Implemented Voice Analytics on customer service calls, and deployed Pattern Recognition algorithms for benefits coding & claims queues.

- Improved FCR of 7%, and CSAT of 5% over 12 months

- Reduced TAT by 21% on aging inquiries, through better back & front office integration & issue identification

- FTE reduction of 9% Y-o-Y through improved staffing plans and reduced AHT

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