



ACHIEVING LIGHTNING-FAST CASE
RESOLUTION IN UNDER A MINUTE
FOR A LEADING MANAGED
CARE COMPANY



Our client is a managed care company that provides health insurance to nearly 5 million individuals through government programs such as Medicaid and Medicare.

Key Challenge

Tackling CRM Limitations

Our client was facing a critical challenge with their call center operations. Their existing CRM system, which relied on MS Dynamics, failed to provide a unified view of members and providers for their 3,500 Customer Service Representatives (CSRs). This deficiency posed difficulties in monitoring and enhancing CSR efficiency, leading to prolonged case resolution times and subpar C-SAT scores.



The Solution

Transformative Call Center Upgrade

To address these obstacles, the company initiated a call center modernization initiative in partnership with Infosys. The call center application, spanning design, development, integration, and ongoing support, underwent a migration to Salesforce Health Cloud, due to the platform's capacity to efficiently manage both member and provider calls within an integrated application.

Elevating Operations with a Modern Solution



Efficient Call Management

Single console-based app with 30+ custom interfaces to handle call types such as redetermination, claim processing, ID cards, demographic changes, etc.



Seamless Data Integration

Comprehensive and up-to-date access using OData services to show info from external systems to Salesforce



Data-Driven Insights

Using Einstein Analytics for enhanced data-driven decision-making capabilities



User-Friendly Solution

Lightning components employed for all modules to ensure data accessibility in a user-friendly manner

Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

www.infosys.com/healthcare



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