

Call Center Services

Call, email or live chat
our support team for
1:1 human assistance.

Automation is important, but it's not the only solution for when your participants need answers. Give your employees access to a full-service customer care center who connect each interaction to a person, not just a file or record.

Our call center offers the following advantages:

- Exceptionally low turnover
- Support to put customer service above all else
- Co-location with the entire team for planning, training, support
- Spanish speaking representatives available
- IVR options for Spanish-speaking clients, as well as translation services for other languages.
- Long tenure and experience (average 3.5 years)
- Evening/weekend/holiday voicemail and email response
- Located in a big metropolitan area for continuous access to talent
- Transparent reporting, metrics and visibility

Available services include:

- Login assistance with password resets
- Navigation assistance
- Dependent verification assistance

Optional expanded call center support:

- Telephonic enrollments
- Warm transfers to carrier, payroll, etc.
- Urgent **enrollment** updates
- Explanation of benefits and related questions
- Life event assistance
- EOI completion assistance
- Eligibility appeals

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Dedicated Support

- The **Customer Care Center** is available via phone, email, and live chat during our business hours of 7:30 a.m. to 6:00 p.m. CST
- We return all voice messages and emails the same day they are received from 6:00 p.m. to 8:00 p.m. Monday through Friday, and 10:00 a.m. to 6:00 p.m. Saturday and Sunday
- All voice messages and emails are returned within 2 hours of the request during business hours or designated after hour shifts
- We back up our response times with a performance guarantee



HOURS

7:30 a.m. - 6:00 p.m. CST



All voice messages and emails returned same day
6:00 p.m. - 8:00 p.m., Monday - Friday
10 a.m. - 6:00 p.m., Saturday and Sunday