



# customer care solutions from Nuance



The experience speaks for itself™



## Nuance Complete Care Solutions :: Healthcare



Today, the healthcare industry is facing many challenges from increasing demand to rising cost, more pressure from government regulations that's impacting revenue and profits, and higher consumer expectations for quality of service. While these are tough challenges to overcome, they have created an opportunity to evolve the customer care strategy to one that provides valuable, differentiated services that allow customers to get more done with every interaction.

Nuance Complete Care solutions offer a practical approach for increasing the value of every customer contact for you and for your customers. With Complete Care, Nuance integrates inbound IVR interactions with proactive phone, email, or SMS to engage customers with smarter, automated conversations. Whether they called you or you contacted them, Complete Care solutions save customers time by offering logical, relevant self-service options.

For example, if a customer is inquiring about a claim status using the inbound IVR, the Complete Care solution suggests a proactive claim status notification triggered when the status has changed, using the customer's communication preferences. Or, after calling with a claims status notification, include the extra step to ask for the additional information required to continue processing their claim: "Your claim application is being carefully reviewed. However, we need to get your medical records for the past year". Your callers will love the convenience of smarter notifications and the fast and simple way their outbound alerts are configured during everyday transactions.

Complete Care solutions from Nuance drive usage of self-service applications, giving you more use from your existing inbound applications, and making customer service effortless!

Nuance Complete Care solutions help healthcare insurance companies and pharmacies achieve an improved customer experience by transforming discrete customer contacts into productive conversational transactions. Integrated inbound and outbound automated communications make each interaction an opportunity to personalize and validate your communication strategy with your customers.

### Nuance Leadership in Healthcare

- Millions of people around the world use Nuance solutions to help manage their healthcare
- Over 100 healthcare providers around the world work with Nuance
- 4 out of 5 largest health insurance companies in the US work with Nuance
- Nuance has automated billions of healthcare-related calls

**Complete Care Solutions for Healthcare**

**360-Degree Claims Management**

- Integrated Inbound & Outbound Claims Application
- Multi-Channel Claims Status Notification
- Customer Satisfaction Survey

**360-Degree Wellness Management**

- Integrated Inbound & Outbound Wellness Program Application
- Multi-Channel Wellness Program Triggers and Alerts
- Customer Preference Subscription Manager

**360-Degree Prescription Management**

- Integrated Inbound & Outbound Prescription Refill Application
- Multi-Channel Prescription Refill Reminder
- Voice Authentication and Verification

**360-Degree Pharmacy Up-Sell Management**

- Integrated Inbound & Outbound Prescription Application
- Integrated Up-Sell Capability
- Multi-Channel Promotions Notifications

**Nuance Complete Care Solutions Benefits for Healthcare**



**Engage customers with smarter automated conversations**



**Solve more customer problems with fewer calls**



**Get more from your existing IVR investments**

- Improve customer experience and increase loyalty through smarter automated conversations
- Transform member's behavior with wellness programs to decrease cost and create positive customer experiences
- Increase revenue and enhance customers' healthcare through effective prescription management
- Reduce integration and development costs by integrating existing inbound IVR applications with proactive notifications
- Deflect inbound calls by proactively offering alerts and notifications for claims status
- Communicate using the customer's preferred channels to increase up-sell opportunities

**about Nuance Communications**

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit [www.nuance.com/care](http://www.nuance.com/care).

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