



DialAmerica Agents Go Above and Beyond for Healthcare Plan Member

DialAmerica's ThinSourcing Business Model allowed for a deep understanding of this situation.

Background:

DialAmerica Healthcare Solutions works with a disease management company for Medicare beneficiaries offering a special needs Plan for the chronically ill. DialAmerica provides Plan pre-enrollment services in addition to extensive support to members, providers and pharmacies post-enrollment.

DialAmerica contact center agents cover a wide range of issues including enrollment and verification, billing questions, status of claims, explanation of benefits, eligibility status, check re-issues, pre-certification for hospital stays, acute inpatient authorization, etc. All calls are performed within HIPAA and the Plan's regulations.

Situation:

A Plan member was in dispute with a provider regarding overpayments for her mother's care. To collect evidence to refute the provider's claims, she called her plan and spoke with three DialAmerica agents who provided a detailed explanation of the benefits which supported her claim. Each agent told her that if this information did not work to support her dispute, to call back and ask for a Plan specialist.

After an unproductive meeting with the provider, she called back and spoke with another Dial America agent who connected her with the Compliance Department and also contacted the provider to advocate on her behalf. A Compliance officer responded within a few days and shortly after the provider issued a check for the full amount of the overpayment from the provider.

Solution:

DialAmerica's ThinSourcing Business Model, where agents are trained extensively on a Plan's services and product offerings, allowed for a deep understanding of this Plan. The agents were ready to respond to a dispute such as this one and effectively help a member reach a resolution with the provider. They were able to equip the member with the right information to help dispute the overpayment and connect her with the right people that helped facilitate a full reimbursement.

“Thanks to the extensive research done by these agents and their dedication and persistence in securing my refund. Their efforts exemplified team work.”