

Consumer Engagement Solutions

Our consumer engagement solutions ensure access and equity in government services through flexible, innovative approaches to engaging consumers in their government. Providing critical information on demand and tailored to the consumer is no longer a nice to have, but an imperative of good governance. Whether it is connecting citizens to public health and benefits, providing for their care, informing them in a crisis, or helping them stay safe, Cognosante tailors consumer engagement solutions to the mission.

Our consumer engagement solution combines customer experience consulting, data analytics and automation to improve efficiency and customer satisfaction across all consumer engagements. Our solutions deliver better consumer interactions with services and technologies that maximize the value of your investment.

We drive exceptional outcomes by tailoring exceptional customer experience to your mission and your program. We bring extensive experience with high-volume Federal contact center and case management programs, combined with the nimble management structure of a mid-size company. These features combine to enable our focus in these key areas.



OUR SUITE OF SOLUTIONS INCLUDES:

Multichannel Customer Experience and Case Management

- Multichannel solutions for contact center, service desk, case management
- Secure floor policy and understanding of HIPAA requirements
- Demonstrated ability to scale operations in a short period of time

Talent Tailored to the Client

- High-speed, high-quality, high-volume recruiting
- Overflow centers to accommodate surge staffing during increased workloads
- Trend analysis to predict workforce size, management ratios and end dates

Business Intelligence & Data Science

- Customizable Business Intelligence and real-time data analytics dashboards
- Superior speech analytics implementation and quality automation
- Document imaging and management, application processing and inquiry tracking
- Data validation for claims processing

Customer Outreach and Education

- Customized design targeting specific state demographics and dynamic populations
- In-person consumer engagement, including fixed and mobile locations
- Accessible self-service options

Cognosante Understands Contact Centers

WE UNDERSTAND CONTACT CENTERS

- Since 2015, we have supported 35.7 million consumer health plan enrollments, resolved and corrected 70 million Form 1095A insurer disputes, and resolved and corrected 2.7 million consumer disputes.
- Since 2005, we have assigned 5.9 million National Provider Identifier numbers, handled 4 million calls, and processed 350,000 paper NPI applications.
- During the ramp up to the Federally Facilitated Marketplace open enrollment period, we assist about 50,000 agents, brokers and assisters with registration and training inquiries.



WE UNDERSTAND SURGE STAFFING FOR HIGH-PROFILE PROGRAMS

- We stood up and operate a 900 CSR agent contact center in support of a major Medicare program. This site has been commended by the customer for the quality of its efforts, and our business procedures have been identified as best practices.
- We provided omnichannel services of over 300 cleared agents to respond to inquiries from those needing direct support from Hurricanes Harvey, Maria, Irma and the California Wildfires.

WE UNDERSTAND INFRASTRUCTURE

- We developed the infrastructure that connected 9,000 users within the Department of Veteran's Affairs community care network, giving veterans faster and more efficient access to medical care.
- We successfully migrated a state electronic health record to a new platform in 7 weeks. 4,100 points of care are now connected to our solution, benefitting 3.2 million people.



WE UNDERSTAND DATA ANALYTICS

- We used speech analytics to increase a private company's compliance with purchase authorizations from 60% in the first month to more than 91% within 8 months.
- We used speech analytics to increase a private company's mobile phone service sales by 25% in a matter of weeks, resulting in an increase of more than \$2 million in revenue.