

The Connection®

Outsourced Call Center Services

You just found the right people to handle your calls . . .



Solutions for the Healthcare Industry

The Connection has made a solid commitment to the health care industry by designing a highly customized healthcare teleservices training and quality program. We work hand-in-hand with many leading pharmaceutical and health insurance organizations, catering to the senior marketplace. With over 27 years of award-winning call center experience, we will proactively exceed your business objectives and goals through our superior account management, HIPAA Compliance trained agents and state-of-the-art technology.

Healthcare Industry Services

- Extensive health insurance and pharmaceutical industry experience
- Expertise in products and services that sell to the senior marketplace
- Licensed Healthcare Agents
- HIPAA guideline compliance agent qualification program
- 24 x 7 service
- 100% web-enabled workstations
- Remote call monitoring
- Digital recording on all workstations
- Flexible scripting and ability to implement quickly

Large Capacity

With five call centers and over 1,200 workstations, we have the capacity to handle over 100 million calls each year. This capacity provides our clients with the best of all worlds; super quality, experience and "hands on" service coupled with the advanced technical capabilities of the finest call centers in the U.S.

Training and Agent Specialization

At The Connection, all of our agents go through custom-designed training, becoming experts on your program. All training is developed with participation from your organization to ensure that all critical information is used to train our agents. In addition, all of our agents handling healthcare program calls go through HIPAA guideline compliance qualification and if the program requires it, become licensed (in all 50 states) healthcare agents. At The Connection, you can expect a highly motivated, knowledgeable and friendly agent to handle your calls.

Healthcare Clients and Awards

Our reputation as a world class service provider has awarded us business from some of the nation's most well-known healthcare and pharmaceutical organizations. Our services have also won us many awards including the **2007 MVP Quality Award** and recognition as a **2007 Outsourcer of the Year** and **2008 "Top 50" Contact Center Service Agency**.



Contact us today for your free quote!

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