

Trover Solutions

Trover Solutions boosts productivity and profitability with the Intervoice Contact Center.

BUSINESS OBJECTIVES:

- Trover required a system that would allow them to process more customer contacts without hiring additional staff, reduce call durations, provide a better experience for clients, and seamlessly integrate with Trover's proprietary recovery software.

SOLUTION:

- Migrate from the existing system to the IP-based Intervoice Contact Center with Built-in CTI and IVR to reduce call durations.
- Intelligently route contacts to the best agents and improve the customer experience.
- The software-only architecture allowed Trover to integrate easily with its existing proprietary recovery software, Troveris.

RESULTS:

- 30 seconds shaved off the average 3-4 minute call
- Eliminated the cost and complexity of CTI integrations
- Prerecorded greetings and self-service IVR has streamlined the initial steps of investigations
- Realizing higher customer satisfaction levels due to Intervoice Contact Center's skills-based routing capabilities
- Up to 2,000 voice messages are tracked and routed automatically for faster call backs

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John Combs
Senior Vice President of Operations Support
Trover Solutions

"We deal with our clients' customers. Our clients are entrusting us to take care of their customers. That is a tremendous responsibility. We cannot afford to have anything but the best system so we can deliver the best customer care. We're confident that the Intervoice system will allow us to deliver on that promise," said John Combs, senior vice president of operations support, Trover Solutions.

Trover purchased the Intervoice Contact Center to replace its existing ACD phone system. When Trover began looking for a new contact center system, it was looking for a system that could process more customer contacts so that the company could avoid hiring additional agents. It also required IVR and CTI capabilities to reduce call durations and provide a better experience for its clients. An added challenge was finding a solution that seamlessly integrated with its proprietary recovery software product, Troveris, and did not require the company to use a vendor's proprietary equipment.

Intervoice offered a single vendor solution, eliminating the need for Trover to work with multiple vendors such as a software company, value-added reseller, and an installer.

Contact Center Is Core to Trover's Business Mission

Trover investigates overpayment recovery, provider bill audit, and subrogation for every type of major healthcare payers. Subrogation is the contractual right held by payers to recover paid medical claims when another party is liable for the injuries of their health plan members. During the subrogation process, it may be determined that the auto insurance company or the individual who caused the accident is responsible for paying the medical claim. The bottom line—subrogation decreases overpayments or incorrect disbursements in medical claim payments, helping to reduce payers' expenses and improve profitability. Trover receives a list of claims from healthcare providers. The company then mails letters to individuals who have filed medical claims asking them to respond via telephone. When members respond, their calls are routed to customer support representatives (CSRs) who determine if medical claims have recovery potential. During this stage of the recovery process, 125,000 to 150,000 calls per month are received. A single

missed call or an unreturned voice message can result in a loss of several thousand dollars, up to hundreds of thousands of dollars in recovery dollars.

Intervoice Moves to the Top in Vendor Selection

To fast-track the selection process, Trover engaged an industry consultant who introduced the company to Intervoice. Intervoice offered a single vendor solution, eliminating the need for Trover to work with multiple vendors, such as a software company, value-added reseller, and an installer. After reviewing final proposals from five different vendors, Trover selected the Intervoice Contact Center.

"We had wanted to upgrade to an IVR, CTI-type of environment for six or seven years," said Combs.

"What held us back was that we had an old, proprietary system which wouldn't support any new upgrades or integrations. Once we rewrote our internal software in 2001, we were ready for a partner who could enable IVR and screen pop capabilities and integrate smoothly with our new Oracle-based recovery software. Having CTI Built-in was a tremendous advantage that Intervoice brought

to the table. It provided the right environment to integrate with our proprietary CRM application, Troveris."

Combs added, "During the final vendor selection process, there were a number of reasons that made Intervoice stand out. The most obvious was that Intervoice simply had a superior product. Our decision to purchase the Intervoice Contact Center system was based on the desire to improve service levels and increase the efficiency of our contact center. The CTI Built-in and native IVR capabilities give us functions such as screen pop, skills-based routing, data-directed call routing, callback, and voicemail as routed contacts."

Trover and the Intervoice implementation team worked at rapid pace to design, configure, and deploy Intervoice Contact Center, as well as train the entire customer support organization, all within less than three months. A speedy and successful deployment became reality thanks in part to the CTI Built-in. Trover eliminated the costly and complex integration process associated with typical CTI projects. In addition,

Trover's internal team became resident experts by learning on the job rather than sitting on the sidelines.

Intervoice Contact Center Transforms Customer Service from the Inside Out

The Trover customer support organization is making new productivity strides with the Intervoice Contact Center. New automation is streamlining the initial steps of the investigation call by giving callers prerecorded greetings and client-specific introductions. It also prompts customers to enter important verification data, which is required by the CSRs to respond to customer contacts. This information is automatically sent to the CSRs' desktop so they have greater access to information within Troveris. New customer service levels are also realized through the system's skills-based call routing.

The Intervoice Contact Center further automates and enhances Trover's contact center capabilities by providing each healthcare member with an option to leave a message rather than hold for the next available

representative. Once a message is left, callback requests and voice messages are promptly routed to CSRs as links in email messages. When the representative clicks the link, the call is placed, or the message is played.

"We are committed to providing superior customer service to our clients' members," said Cheri Hall, director of customer service for Trover Solutions.

"Thousands of calls come in each day with varying degrees of complexity. This new technology allows us to match a CSR's expertise to the size and complexity of the file so that the member is connected to the best CSR to handle his or her specific case."

Hall explained that the system's automatic callback functionality is extremely beneficial during peak call periods, such as Monday mornings or after holidays, when Trover can receive up to 2,000 messages. With the Intervoice Contact Center, voice messages are tracked and routed automatically and CSRs can respond within less than 48 hours.

Just one month after deployment, Trover began reaping productivity gains from the Intervoice Contact

Center. On average, a three to four-minute call has been reduced by 30 seconds. And from an agent's perspective, it has changed how these employees view and perform his or her job. "The reps have embraced the Intervoice Contact Center, and this enthusiasm is providing big rewards for us," said Combs.

Future Expansion Capabilities for Meeting New Customer Needs

Going forward, Trover has plans to expand the contact center capabilities with web chat and web investigation. "Our vision for the contact center is to offer members the opportunity to talk to us at the time of their choice using the vehicle of their choice," explained Combs. "While many people are comfortable calling us during business hours, we believe that there is a growing number who would prefer to use the Internet to complete a web investigation at a time that they designate," concluded Combs.

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About Intervoice

Intervoice is a world leader in unified communications, powering millions of customer interactions every day. Since 1983, our standards-based IVR/voice portal and IP Contact Center solutions have ignited customer loyalty for the world's leading banks, communications companies, healthcare institutions, utilities and government entities. Our proven IMS-ready multimedia messaging, call completion and payment solutions fuel revenue growth for the world's leading service providers.

With more than 5,000 customers in 75 countries and an extensive channel partner ecosystem, we have a proven track record of helping organizations meet or exceed their business and customer service goals. How can Intervoice help you? Visit www.intervoice.com for information.

