

Quality Contact Solutions provides quality call center solutions that achieve sales results. We exist because the world is driven by sales. We deliver exceptional results because our company culture is vibrant and alive. We offer the solutions and services to make the most of your contact center dollars. We specialize in B2B Outbound Marketing, B2C Outbound Marketing, & Inbound Customer Service.



## CASE STUDY

### B2B Outbound Member Enrollment

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Significantly reduced operational and material costs through the elimination of cutting paper checks to over 13,000 providers daily.

### THE COMPANY

Our client works to improve health and financial well-being by transforming how people and organizations save, spend, invest, and pay for healthcare.

Quality Contact Solutions conducted B2B calls to specialty clinics that received payments from payers via check through the client, with the objective being to enroll providers in a new online payment system. The client had never outsourced a calling campaign and lacked experience in building a contact center team to support their efforts.

# THE GOALS

The client had 2 primary goals:

01

The client didn't have the internal bandwidth to call all of their providers.

02

The client wanted to reduce operational costs and increase member enrollment.



# THE SOLUTION

Some of the critical components of our client's B2B outbound enrollment program:

- Built an outbound call center program from the ground up to reduce operational costs to the client. This included scripts, emails, data returns, quality assurance processes, and daily reporting tools.
- Provided scalability from 5 to 50 agents spread across 3 locations.
- Provided the bandwidth needed to attempt to reach all current providers.
- Bridged the communication gap between providers and the bank on what they like and what concerns deterred them from enrolling online.
- Conducted B2B calls to specialty clinics that received payments from payers via check through the client. The objective of this call was to enroll the providers in a new online payment system.
- Increased the revenue cycle of the provider offices and reduced operational costs for the client.

# THE RESULTS

13,000

providers enrolled throughout the U.S.

35+%

of contacts converted

50

agents spread across three locations

15%

of total members enrolled



Our client's mission is to help people live healthier, happier lives and to tackle health costs.

Quality Contact Solutions is happy to support clients' missions and act as a seamless extension of their teams. With years of B2B telemarketing experience, we know what factors contribute to success.



## A LITTLE ABOUT US...

### Industry experts

We have a team of experts with specific expertise in various disciplines of the telemarketing industry. Each team member strives to give our clients the best possible experience.

### Winning culture

Our team hates losing even more than we love winning, which creates an environment that is motivated to drive performance and make sure our clients are successful.

### We make it easy

We work with our clients to own the entire process, so they don't have to. That means we build it, we call it, we manage it, we report on it, and we make it successful.

### Proven experience

Our team is deeply rooted in the industry. Drawing from a minimum of 10 years of experience, we have the know-how to help our clients succeed.

## Results

We take pride in working hard and smart. We pair creativity and proven strategies from years of experience to help our clients exceed their goals.

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