

Turbocharge Your Healthcare Business

For Healthcare Payers &
Providers Interested
in BPO Services



**YOUR CUSTOMERS'
HEALTH, OUR LIFE.**



About Us



eCosmos has over 10+ years of experience growing businesses in the Healthcare sector through our BPO services.

You focus on expanding **your Healthcare brand and business** while eCosmos focuses on expanding your high-quality products and services through our BPO offerings.

- **Over 6 Million Calls Answered**
- **Average Savings Per Customer \$2.2 Million USD per year**
- **BPO Services Can Be Up & Running in Less than 30 Days**
- **HIPPA Compliant**
- **SOC 2 Compliant**





OPTIMIZE YOUR BUSINESS *with eCosmos*

BPO Services Include



Healthcare Providers

eCosmos has the experience and expertise in RCM, from VOB to AR follow-ups.



Healthcare Payers

eCosmos will ensure all your member and provider queries are answered/resolved. Queries can be in regards to eligibility, insurance benefits, claims, provider networks, etc.



Claim Processing and Audits

Our claim processing team ensures all claims are processed timely. Additionally, we audit all processed claims to ensure it is not under/overpaid.



Member Services

We answer member queries. Queries can be related to their insurance benefits, claims, provider network, & etc.





Why Choose eCosmos?



Operational Excellence

We have worked with Anthem for 10+ years with many accolades on how we helped reduce costs.



Caring Commitment

We love to partner with healthcare providers to create a call center experience that is friendly and professional. Insurance companies are in good hands with our caring and professional call center reps.



Advanced Technologies

Our technology experts enable us to use the latest and most effective technology to optimize our BPO operations. Our operational transparency methods enables our customers to stay updated with our metrics. Customers can access our live CCTV footage/ Internet Camera to view the team providing call center services to our customers in real time.



Experienced Management Team

eCosmos team is highly skilled and has worked with billion dollar companies and has established best practices that help optimize your business.

You're in Good Company...

eCosmos Customers Include

Many thanked us for an exceptional customer experience



eCosmos

Creating the Future of Business Through Our BPO Services

Our Customers Consistently

- *Simplify Their Business*
- *Have Better Quality Results*
- *Reduce Costs*



Our call center standards comply with CMS guidelines. We ensure the calls are answered in a timely manner and the callers don't have to call us again for the same query (FCR).

- We ensure we answer the calls within the second ring/5sec.
- Our service ensures the call abandonment rate is way below the threshold. <5% is CMS requirement.
- Callers will not have to wait in the queue to receive their service as our call wait time will be within the permissible standards.
- We regularly have HIPPA auditors come to ensure we are compliant and meet all the requirements. You can also bring your independent HIPPA auditor to our call center.





Optimize Healthcare.
Healthier Patients.
Happier Patients.

Contact Us

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