



A Quest Diagnostics Company



Get answers with ExamOne's Flexible contact center solutions

Does your business need to gather consumer information through inbound or outbound calls? ExamOne's contact center has specialized in obtaining this data for nearly 30 years in an efficient and quality-controlled environment. From complex surveys and questionnaires to friendly reminders, our experienced team and advanced technology can get you answers.

CONTACT CENTER EXPERTISE

Serves over **70 of the nation's largest insurance** carriers by conducting personal health history interviews.

1.5 million scripted health history interviews processed per year.

Some industries require a more comprehensive contact center partner to create customized calling scripts. ExamOne collaborates with you to tailor the conversation to fit your business requirements and workflows. Our contact center is powered by a proprietary, customizable survey engine. Our implementation team will consult with you to quickly translate business requirements into structured and repeatable questionnaires to meet your specific data collection needs.

Why Choose ExamOne Contact Center Solutions

- 5** Five North American contact centers with 500-seat capacity
- Multilingual capabilities
- Staff trained on medical terminology and conditions
- Integrated with ExamOne's data solutions for more comprehensive interviews
- Electronic signature collections via voice authorization and DocuSign

For more information, email CCSolutions@ExamOne.com.



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We are an ideal partner to outsource other outreach needs including **policy renewal reminders, appointment scheduling, and satisfaction surveys.**

Leveraging multi-industry experience for your contact center needs

Since 1972, ExamOne has served the life insurance industry as the leader in risk assessment testing on applicants.

- Our contact centers services over 70 of the nation's largest insurance carriers by conducting personal health history interviews with applicants.
- We complete more than 1.5 million scripted health history interviews each year, each uniquely designed to meet the individual underwriting needs of the customer.
- Advanced staffing and technology capabilities make us the ideal partner to outsource other outreach needs, including policy renewal reminders, appointment scheduling, and satisfaction surveys.

Through the years, we have continuously expanded our capabilities by leveraging our experience into other industries. Today, ExamOne's capabilities also include 24/7 operators to schedule emergency drug and alcohol screenings for corporate

organizations, as well as facilitating health history questionnaires and scheduling health screenings for health insurers and their members.

Our extensive experience with medical and technical terminology gives our staff the ability and expertise to handle complex question sets for surveys or questionnaire data gathering. These skills also benefit other industries that require a higher level of call staff quality and knowledge. If your business utilizes electronic signatures, we are fully integrated with DocuSign® to obtain signatures with voice authorization.

With 1.5 million orders completed each year, our contact center specialists are committed to gathering the information you need while providing your audience with a pleasant experience.

For more information on how our flexible contact center solutions can benefit your business, email CCSolutions@ExamOne.com or visit ExamOne.com/Health.