

Ensure Stars Performance with an Expert CXaaS Partner

Anticipate customer needs, respond quickly, and deliver accurate information on every call, every time.

A May 2020 final rule from Centers for Medicare & Medicaid Services (CMS) pushed customer experience (CX) to the forefront of determining Stars ratings.¹ Experts now predict 57% of overall Stars ratings will be determined by CX metrics by 2023.

The Challenge

Health plans are lagging far behind other industries in successfully improving CX. According to a recent survey, health plans had a 19% Net Promoter Score (NPS) – lower than every other sector except utilities.⁴

The Proven Solution



Proven CX best practices

Leverage an expert Stars team of empathetic associates dedicated to delivering flawless CX during the shopping surveillance season.



Award-winning technology

Train, test, and perfect associate performance in real-world experiences and safe environments with real-time feedback using RealPlay platform bots and secret shopping teams.



Performance trends + analytics

Gain greater visibility into associate performance, quickly identify areas for improvement, and establish CX consistency in today's competitive market.

SOURCES

- ¹ "Contract Year 2021 Medicare Advantage and Part D Final Rule (CMS-4190-F1) fact sheet," Centers for Medicare & Medicaid Services
- ² 2019 McKinsey Customer Experience Executive research study
- ³ "New Stars ratings for Medicare Advantage prioritize customer experiences," McKinsey & Company
- ⁴ XM Marketplace, "XM Institute NPS and Customer Ratings Benchmark Solution," Qualtrics, 2020, qualtrics.com.

CX is in the Stars

57%

of overall Stars ratings will be determined by CX metrics by 2023¹

75%

of business executives will prioritize CX enhancements through 2023²

50%

of CX metrics are determined by CAHPS survey questions³

Proven success in accuracy + accessibility

99.4%

information accuracy

98.9%

accessibility

Contact us:

Gain peace of mind before the secret shopping season with empathetic, accurate and efficient associate performance during, after, and always.

Connect with an expert now

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. TTEC Digital delivers outcome-based, human-centric, tech-enabled, insight-driven customer experience solutions. TTEC Engage operates customer acquisition, care, fraud prevention and detection, and content moderation services. These two offerings combined deliver flexible and extensible customer experience solutions at scale. Founded in 1982, with nearly 50K employees and offices on six continents across the globe, the company and its employees are proud to live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.