

While you take care of your customers, let us take care of you.



In a competitive and global environment, we understand the real struggle of:



Finding the right talent with the right skills

Finding the right talent when you need it most



Reducing operational costs while keeping your customers happy



Dealing with backlogs, seasonal demands and impartial auditing



With our ability to listen, appreciate and provide the right support for health plans, we have helped many customers overcome their staffing challenges.

1

We helped a major insurance company decrease claim backlog and save costs by providing contracted claim processors working from home to assist them.



2

We ensured high customer satisfaction during open enrollment by quickly mobilizing contact center representatives for a state health insurance exchange who was receiving an unexpectedly high call volume due to issues with their website.



3

In just a few weeks we provided contract employees for a third-party administrator (TPA) that had promoted their current employees to new positions. The TPA was so impressed with the new employees, that they approved them for direct hire within 90 days.



More than 30 years of experience providing claims professionals to the healthcare industry, a deep talent pool of over...

100 different types of resources

...with expertise across all industry platforms, and a comprehensive networking database of more than...

50,000 qualified candidates

30 years

Our staffing solutions:

Ensure you have the right staff with the right training and skills



Improve claims accuracy, staff productivity that lead to better customer service



Reduce employee turnover and improve bottom line

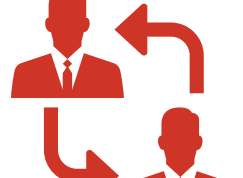


What customers liked most about our innovative and cost effective staffing services:



'Try before you buy' before they make long term commitment

Quick and flexible options of onsite, remote, onshore, offshore, with specialized skill sets



Scalable resources with ramp-up or ramp-down



Pool of experienced and trained healthcare professionals knowledgeable in all platforms



Our staffing solutions include:

Staffing Services:

Providing the right resources that ensure results that matter most



System Conversion Support:

Helping you with system selection, implementation, data migration and claim processing support



Managed Services:

Reducing costs and enhancing operational efficiency managing your transactional and operational call centers

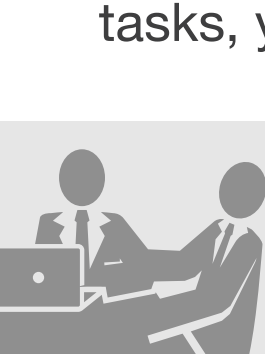


Business Process Outsourcing:

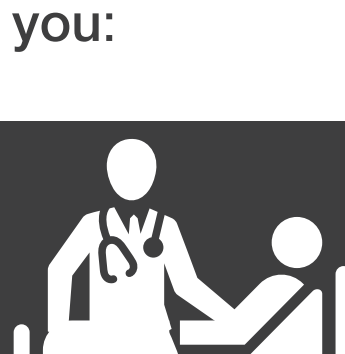
Increasing efficiency and reducing costs with end to end BPO services



While we take care of your entire back-end operations and tasks, you can focus on what matters most to you:



Your customers



To learn more about our Staffing Solutions, visit nttdataservices.com/healthplans

NTT DATA