CPCG

EVOLVE AND THRIVE

ON-SCREEN CUSTOMER SERVICE REPRESENTATIVE (OCSR)

What We Do?

- Patient Engagement
- Resolution of patient queries
- Prescription Scanning & data Collection
- Oder Intake & order processing
- Insurance & prescription verification
- Prior Authorization from insurance
- Claim processing
- Inbound & Outbound Calls
- Escalation Handling

How Well We Do It?

- An OCSR can handle **over 22** walk-in patients per day
- We maintain a **99%** patient satisfaction rate
- Our screens have a **99.99%** uptime
- We achieve a data entry accuracy rate of **99%**
- Our call wait time is less than **10 seconds**
- We aim for **first-call resolution** to ensure efficient service delivery

How We Do It?

- CPCG provides ready-to-ship kiosks including everything your site needs to establish a connection with our team of OCSRs
- Patients will be greeted in the appropriate language when they enter your location and the OCSR will quickly process prescriptions and answer patient questions
- The OCSRs accelerate the queue by swiftly taking orders, directing them for backend processing, and promptly assisting the next patient
- The CPCG team supports business continuity by adopting your procedures into our operating mechanisms
- We ensure customer satisfaction & quick responses in timely fashion
- Trained resources on DME and health care systems

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