

COVID-19 contact tracing

Scale. Specialization. Speed. Success.



Contact Tracing

The COVID-19 pandemic has transformed contact tracing from a specialized public health management method to front page news. It will remain a critical component of any strategic, multi-prong approach to educating and protecting residents and safely reopening our communities and economies.

But how can health departments manage the tremendous data and public outreach needed to execute an effective contact tracing strategy during a crisis of this scope? Navient is here to help. We have honed our targeted, scalable contact center solutions over years of experience, and we manage compliant, empathetic, and efficient communications with millions of constituents.

Fortune 500 scale

A leading, Fortune 500 provider of contact center solutions to all levels of government, Navient employs 6,000 U.S.-based professionals, many now safely redeployed at home with immediate capacity to provide emergency support services. Our experience and executional volumes include:

- 10 million external customers supported
- 10 domestic call operations centers
- 20 million inbound and 250 million outbound calls annually
- 750 million servicing transactions annually
- 400,000+ unique daily visitors to our websites
- 4,000 servers, 8,000 databases, 15 petabytes of storage
- Nearly 5 million documents imaged per year
- 7,900 square foot secure vault housing 15 million documents (46 million pages)

Deep expertise with sensitive health conversations

A key part of our business is to provide processing solutions to healthcare providers, patients, and insurance companies. Showing respect for patients, protecting sensitive data, and complying with relevant regulations is fundamental to our operations. Our HIPAA-compliant protocols ensure employees and affiliates keep all information concerning patients and contacts confidential.

Tailored solutions. Rapid deployment.

If you need contact tracing support, we can quickly build and deploy a solution tailored to your situation and requirements. Our tracing services can include combinations of the following:

- Agent-initiated phone calls
- Automated phone calls
- Text messages
- E-mails

Already during this crisis, we have stood up virtual call centers – in as little as two business days – of up to 500-people for several U.S. states. Learn more about our COVID-19 business processing solutions at about.navient.com/products-and-services/bps-covid-solutions.



Our scale, experienced staff, and technology platform enable us to reach and communicate effectively with thousands of individuals daily, a vastly greater contact rate than what is possible with more traditional outreach methods.

Please call **(770) 540-2628**
or email **dbrooks@xtendhealthcare.net**,
and let's start exploring potential
solutions for your state today.