

COVID-19 vaccine call center solutions

Scale. Specialization. Speed. Success.



Vaccine Call Center Solutions

An effective vaccination program is key for a return to normalcy for our public health, economy, and society. Using our expertise and technology, **Xtend Healthcare can support the diverse, evolving communication needs of your state's program:**

- Responding to incoming phone calls
- Delivering proactive, multilingual messaging to remind patients of upcoming appointments via phone, text, email, and social media
- Promoting vaccine efficacy and safety and prompting people to schedule appointments
- Delivering additional information to address special concerns

Xtend Healthcare, a Navient company, understands the short- and long-term needs for vaccination call centers. Our agents and services are highly flexible and configurable to meet these urgent needs. We use our proven, rapid-implementation methodology to quickly document business rules and configure systems, technology, and training to ensure streamlined service delivery. **Xtend and Navient have established high-volume call centers in as little as two business days for state governments during the COVID-19 crisis, and we can do the same for your state.**

Despite the public health emergency, our agile technologies and operations have ensured we can:

- Operate safely and securely in work-from-home environments (agents can be located in your state and other locations throughout the US)
- Continue meeting our clients' needs
- Comply with all relevant COVID-19 mandates
- Leverage the full functionality of our highly automated contact center technology

Large enterprise scale

A leading provider of contact center solutions to all levels of government, Navient has a market capitalization of nearly \$2 billion and employs 6,500 US-based professionals.

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

Deep expertise with sensitive health conversations

A key part of our business is **providing processing solutions to healthcare providers, patients, and insurance companies.**

Respecting patients, protecting sensitive data, and complying with relevant regulations are fundamental to our operations. Our HIPAA-compliant protocols ensure employees and affiliates keep all patient information confidential.



Tailored solutions. Rapid deployment.

If you need vaccine call center support, we can quickly staff, train, and deploy a solution tailored to your situation and requirements.

- Inbound call center capabilities
 - General public information
 - Screening for eligible/prioritized populations
 - Scheduling for first and second doses
 - Services also available via web, IVR, chat, etc.
- Outbound contact strategies
 - Text and email
 - Automated alerts and reminders (e.g., for time-sensitive second doses that must be delivered on specific days and can vary by manufacturer)
 - Predictive dialing and messaging
 - Targeted messaging campaigns that evolve as programs transition from serving those seeking vaccination to promoting vaccination to skeptical populations

Please call **(770)540-2628** or email **dbrooks@xtendhealthcare.net**.

Let's start exploring vaccination solutions for your state today.

xtendhealthcare.net

Learn more about our enterprise's COVID-19 business processing solutions at: about.navient.com/products-and-services/bps-covid-solutions