

# We Are Windham.

- + 35+ Years of Experience
- + 4 U.S. Based Call Centers
- + 51 Million Calls Annually



## Windham Professionals is...

A family owned customer care and accounts receivable management company that's making it easier for healthcare companies to tackle their specific business and retention challenges. From open enrollment to service billing and payments, we enhance the member experience across your entire lifecycle with custom-built, HIPAA-compliant contact center and recovery solutions.

We've been growing for more than 35 years, and some of our employees and clients have been with us for over 30 of them. That kind of retention is a powerful testament to our experience and a corporate culture where we treat everyone like family, including you, your members, and their service providers.

## What We Do:

- ✓ Enhance the efficiency and profitability of member and provider interactions
- ✓ Deliver positive call center experiences that delight, educate, and build relationships
- ✓ Resolve business challenges and improve communications with members and providers
- ✓ Uncover root causes of reoccurring friction across your lifecycle
- ✓ Become the behind-the-scenes extension of your internal staff
- ✓ Reduce costs and shorten repayment cycles
- ✓ Reduce wait and handle times
- ✓ Protect your brand's image and reputation

## Where You Can Find Us:

- + Salem, N.H. (Headquarters)
- + Hendersonville, T.N.
- + Las Vegas, N.V.
- + Elma, N.Y.

Let's chat.  
(877) 682-4843  
[sales@windhampros.com](mailto:sales@windhampros.com)

# Helping Healthcare Companies Delight and Retain Members

## Putting the Care Back into Healthcare

Our contact centers increase operational efficiency and customer satisfaction during your busiest time of the year and beyond. We consult with callers to understand their individual needs to help them find the most appropriate plans and services for them. We learn about your plans, processes, and culture to deliver consistent, seamless call support.

## We can answer inbound calls regarding:

- + Health plan comparison
- + Prescription plan coverage
- + PCP inquiries and changes
- + ID card requests
- + Claims inquiries and routing
- + Coordination of benefits
- + Enrollment verifications
- + Transportation arrangements
- + Updated account information
- + Eligibility verifications

## It's All About You

Windham gives our clients the same relationship-based experience they want for their members. We offer individualized, focused attention centered on resolving the business and retention challenges specific to you.

## All of our solutions emphasize:

- ✔ Customized workflows built around your initial needs and goals and designed to evolve over time based on changing needs.
- ✔ Client-specific training tailored to include knowledge of your company, health plans, and culture for consistent and efficient service.
- ✔ Heightened compliance management system that touches and monitors each part of our process, from account-level audits to call monitoring and voice analytics to systems testing.
- ✔ Advanced, flexible technology that scales to portfolio sizes and service needs.
- ✔ Secure connectivity to be able to work directly from your system.
- ✔ Omni-channel options to make it easier and more convenient for members to ask questions and resolve issues.
- ✔ Scalability forecasting to accurately determine staffing needs for year-round.

[windhampros.com](http://windhampros.com)

