

ORION

Customer Service & Call Tracking



Enhanced Call Management Capabilities

The ORION real-time end-user worker portal from PLEXIS enables payer administrative staff to operate any PLEXIS platform more efficiently so they can perform essential job functions and save costs while delivering the highest quality customer service and call tracking.

Role-specific functions enable front-office workers to rapidly perform repetitive tasks related to customer service/call tracking and claim inventory management. The ubiquitous task management function enables staff and managers to assign tasks to individuals or groups and see visual indications of task status (in process, past due, etc.). Reminders help ensure that users are informed of work to be performed. Automatic notifications are sent as tasks are completed.

ORION enhances call management capabilities, provides a streamlined user experience (UX), and delivers fast access to critical data.

Reduce Costs

- Quickly find a provider, member, or household.
- Ensure the right work is performed by the right person, at the right time.
- Utilize dashboards and metrics for greater user productivity.
- Track ticket status, duration, and other KPIs.

"Good customer service improves member satisfaction with health plans more than other engagement tools and strategies. Customer service was even more important than health plan costs or the benefit package offered."

-Thomas Beaton, Healthpayer Intelligence

Increase Efficiency

- Capture pertinent caller details and ticket information.
- Quick access to member/provider, claims, authorizations, premium payments, payments, and attachments.
- Timely and accurate responses to inquiries, result in higher rates of first-call resolution.
- Customize your UI display for quick visualization of tasks and their status.
- Highly intuitive user interface minimizes training time.

Call us at (877) 475-3947
or click the button to schedule a meeting.

REQUEST A DEMO

ORION

Claims Inventory Management



Precision, Automation, and Greater Efficiency

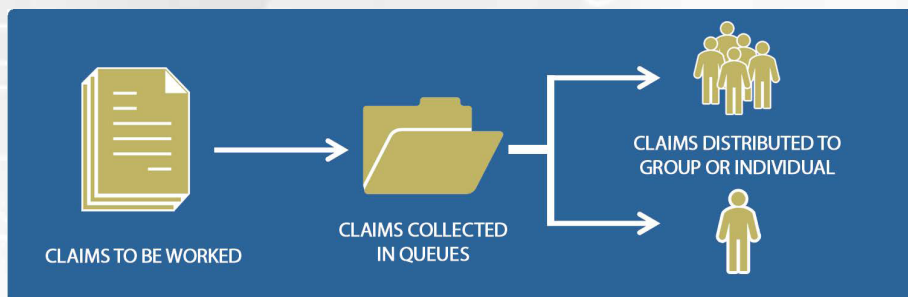
Our ORION claims queuing solution allows you to better manage claim inventory as well as distribution of tasks. With the valuable assistance of ORION automation capabilities, the right work is directed to the right individual or group with minimal effort from management.

Manage Claims Inventory with Greater Efficiency

- Create multiple claims queues to support custom workflows.
- Queue configuration includes extensive criteria to choose from which can be combined via easy-to-use configuration interface.
- Assign individual analysts or groups of analysts to queues.
- Claims analysts have a single location to be directed to claims which need to be worked.
- Claims can be 'pushed' or 'pulled' depending on user setup.
- Tasks may be created and assigned to individuals or groups to finalize the claim.

Increase Claims Examiner Effectiveness

- Configurable claim distribution on an individual or group level:
 - Manual selection: Individual user selects claims to work.
 - Automatic selection: Orion selects the order to work.
- Configurable prioritizing of claims to be worked (oldest by received date, greatest total billed charge, greatest net payment, etc.)
- Quick and easy access to supporting claim, member, and provider details.
- Visualization of tasks and their status to help manage workload.
- Intuitive user interface minimizes training time resulting in quicker ramp-up to full productivity.



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