



Contact Center Solutions For HMOs

Your Customers and you.

Empower your HMO to effectively operate in an increasingly competitive industry affected by changing government regulations, social and culture changes, rising costs and greater client expectations by investing in an interactive channel which connects you with your customers thereby making communication and knowledge a driving force in your business processes.

TO BEAT THE COMPETITION, RETAIN AND INCREASE YOUR CLIENTELE BASE, INVEST IN AN EFFECTIVE CONTACT CENTER SOLUTION.

Consumers are naturally drawn to a service provider with exceptional service delivery and ease-of-reach thereby necessitating excellent customer service to bridge the gap that exists between the consumers and service providers. This in effect creates a need for a service that grants the HMO consumer easy access to Information and a "listening ear".

Interra Networks offers you the best in customer service delivery for cost effective contact center solutions that will give your HMO an advantage in the competitive market and reduce your operational cost.

Service Models

Our solution utilizes a 100% web based customer relationship management tool (CRM) that will enable your HMO identify and manage clients profiles via multiple channels of communication. It also comes with a vanity number, an easy to remember number which could be either Toll Free (Paid by consumers) or Non Toll free (paid by subscriber).

On-Premise Model

Interra provides affordable contact center solution for any size of facility that accommodates limitless number of agents from 5 to 5000 agents. Our suite of products, features and integration expertise will enable you provide unmatched services. In addition, with our local presence, we can provide you with the right technology and strong technical support.

Hybrid Model

We host the solution at our facility and offer it as cloud deployment to the clients which they will access via the internet.

Outsourced Model

We provide you with all the desired features of a contact center services from our State of the art facility. With our outsourced model, you are guaranteed:

- Quick Time – To – Service
- Scalability
- Reduced Risk
- Multilingual Trained Agents
- Security

Cloud Based Model

We host the solution at our facility and offer it as cloud deployment to the clients which they will access via the internet.

SERVICE MODELS

How it works

A consumer calls a branded easy to remember number 0700 MY HMO, selects a service option to speak in his preferred language, speaks to a courteous and professional agent and is able to enquire about vital information on enrollment, claims, health policy, hospital services and available health plans.

This can also be achieved via Email, SMS and Chat.

Our solution enables you:

- Manage the request of service providers with respect to Payment Authorization
- Interact with their customers via multiple channels
- Have a robust complaint management tool
- Respond timely to questions and enquires about health policy, plan coverage and other issues
- Manage clients profile and contacts
- Improve sales



For enquiries, please contact:

Interra Networks Limited

Ground floor, BOA Plaza, Independence Avenue,
Central Business District, Abuja - FCT.
0700INTERRA or 07004683772

2001 Martin Luther King Jr. Drive
Suite 301, Atlanta, GA 30310
USA

PHONE: +1 (404) 961 6650
FAX: +1 (404) 564 6495
EMAIL: info@interranetworks.com

14A Apapa Lane
Dolphin Estate, Ikoyi
Lagos,
Nigeria

PHONE: +234(0)700 INTERRA
eMAIL: info@interranetworks.com

No 5 Coal City Garden Estate,
Off Okpara Avenue,
Enugu State,
Nigeria

PHONE: +234(0)700 INTERRA
eMAIL: info@interranetworks.com