

Customer story

INDUSTRY:

MEDICAL BILLING



HIGHLIGHTS

Improved Data security and Medical Billing management using Viva Meet with CRM Intergration

CLIENT

A prominent medical billing company headquartered in the USA, with extensive operations across India.

REQUIREMENT

The company employs more than 500 people, and its fully automated medical billing software enables its agents to correctly manage billing while adhering to its instructions.

- The company was looking for a managed VoIP solution to take care of all of its calling needs and data management to improve operations.
- The agents should be able to quickly collect the required data from the centralised system, lowering the possibility of claim submission errors.

CHALLENGE

Due to their operation's size and the increasing number of new contracts, they have signed up 1000+ customers and needed to improve their overall RCM performance.

Their primary task was to manage bulk data, including sensitive patient and vendor billing data that must be protected under HIPPA laws.

The following challenges were faced by the client:

- Poor data security and management.
- An Inefficient VoIP system.
- Slow processes due to manual dialling.

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MORE INFO

SOLUTION

[CRM Integration]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva Meet, a calling solution was provided that integrated with their existing CRM and allowed them to handle all VoIP calls from a single endpoint.
- Integration of API with Viva's Calling system was done.
- A single platform to manage all incoming and outgoing conversations.
- Although the data on CRM portals is restricted, agents can still place calls using the click-to-call capabilities.
- CRM will provide access to call recording.
- CRM is accessible with the advanced report and analytic tools.
- No restrictions on CRM vendor integration.