



Improving the **care** for your members that moves your health **care** network forward.

From well-known brands in FinTech, Automotive and more. To nationwide Health Care networks...

The wide-ranging verticals Rock Connections serves support the strength in our customizable approach to helping specialized businesses.

Health care-specific certifications, training and knowledge give us the foundation to provide top-notch member, provider and patient communications experiences.

Why Rock Connections?

When it comes to patient care, simply understanding your program or product is not enough. Your members' sensitive needs will be met with contact specialists who are understanding and empathetic, yet skilled enough to resolve member concerns **on the first call**.

Quality care experiences with every interaction betters the service you provide – and strengthens the reputation of your brand.

How Can Rock Connections Help Your Business?

You'll get a host of communication services that will best sustain your network-to-member relationships.

By centralizing these contact services with Rock Connections, you'll get maximum efficiency in reaching your business objectives. Rock Connections will help keep your members in your network – and scale your growth.

- Inbound provider service calls
- Inbound member service calls
- Claims status and reprocessing
- Benefits and eligibility verification
- Member outreach
 - Welcome calls
 - Primary care physician assignment
 - Preventative care visit scheduling
- Medicare and Medicaid member services



Keeping the **care**
in health **care**.