

Contact Center Experience

NewWave has extensive contact center experience from our various contracts with the Centers for Medicare & Medicaid Services (CMS) including Business Operations Support Center (BOSC) and Physician Quality Programs Management and Implementation (PQPMI). This work provides a range of IT, help desk, communications outreach, production operations support desk (POSD), and 24/7 365 business operations support services for the Medicare Advantage and Prescription Drug Program, CMS Shared Savings Programs (SSPs), Affordable Care Organization (ACO), and Innovation Models.

The BOSC Help Desk is staffed with enough Tier 1 and Tier 2 customer support analysts (CSAs) to support up to 240,000 phone and email inquiries annually, including planned and un-planned surges, with an average first contact resolution rate above 90% and analyst quality scores that average above 96%. The BOSC Help Desk is customer-centric and strives to exceed service level objectives (SLOs) and deliver an exceptional customer experience, offering 24/7 support options, such as online and Interactive Voice Response (IVR) self-help.

NewWave provides information support services to the provider community and insurance plans in the following areas:



Payments & Premiums



Enrollments



Policy



Healthcare Advancement



Product Operations Support



Data Management



Business Intelligence



Change Control & Governance Support



Business Support Services



The BOSC Shared Services (BSS) Team leverages economies of scale in service delivery of project management office, quality assurance and performance monitoring, reporting and data analysis, technical writing, and communications outreach support. The BSS Team allows for consistency across the BOSC program, a critical success element for the program and help desk. As BOSC has two unique programs with unique GTLs and business owners with varying needs, it is critical that the help desk support is customizable but still uniform in service delivery when possible. The BSS team ensures this balance is maintained and customer needs are met or exceeded and ensures the customer experience is driven positive.

Leveraging economies of scale in service delivery

PQPMI operates two Tier 2 help desks, one for Physicians Quality Reporting System (PQRS) and another for Merit-based Incentive Payment System (MIPS).



Innovation in contact center solutions

NewWave successfully consolidated 3 unique help desks within a 90-day transition into a single BOSC Help Desk. These were formerly the legacy Innovation help desk, ACO help desk, and

Medicare Advantage Prescription Drug (MAPD) help desk. The consolidated BOSC help desk achieved great efficiency in ramp-up time and cost savings through cross-training of resources and a cognitive service enhanced knowledge base "Newton Advisor" (a NewWave home-grown tool). As a result, the BOSC help desk can support increased inquiries with less staff than other contractors. This economies

of scale model developed by NewWave is repeatable and scalable. BOSC has a tested and successful process to onboard new CMMI models and begin support within 30 days.

Using a lean methodology, the PQPMI program reduced escalations to the CMS Quality of Care Center (QCC) from approximately 20% daily to 1-2% in a two-month timeframe.



Chatbot & AI Innovation

NewWave is bringing forward two artificial intelligence (AI)-related innovations – Newton Advisor and a customer-facing chatbot. Newton Advisor is a

Natural Language Processing (NLP)-enhanced tool that allows help desk analysts to quickly access information to customer inquiries, driving down average

handle times, while increasing quality by helping to ensure consistent responses. The tool has also proved to be a powerful learning application for new analysts who join the help desk, facilitating an interactive learning experience from which analysts can explore the extensive information required to support BOSC. The BOSC chatbot will showcase a minimal viable product (MVP) to

CMS in early April 2019, with a tentative go-live planned for within 60-days of MVP. The BOSC chatbot will provide user communities of BOSC with an interactive 24/7 support service for inquiries to various general inquiries. This helps to provide a new and more convenient support channel to customers and helps to reduce the need for live-agent support.

The chatbot will be accessed by customers from CMS sites they are accustomed to accessing and maintained by NewWave to ensure current content and robust functionality, supported by iterative enhancements through Agile development. Future chatbot support targets password reset support and ServiceNow integration, with CMS support.



Assess & Propose Best Infrastructure

NewWave leverages Five9 for telephone support that provides a robust queue system to support multiple help desks by the same core set of analysts. Five9 is a cloud-based solution

featuring high reliability and scalability, while balancing cost effectiveness. The Five9 interactive voice response (IVR) is customizable, allowing for support of different menu options and frequently asked questions (FAQs) for each of the toll-free numbers supported by BOSC, including 100% call recording in the Microsoft Azure cloud. Upfront customizable call greetings allow for

advanced notification of system outages to help reduce calls to live-agents during planned and unplanned surge events.

Through continuous iterative process improvement BOSC maintains agile best practices and explores opportunities to expand the partnership with CMS. This helps increase ROI to CMS through increased value and performance in service delivery.

Customer Benefits

- Existing help desk infrastructure and subject matter expertise that reduces cost
- Proven natural language processing (NLP) and chatbot innovations reduce need for Tier 0-1 support and increase end-user support
- Extensive experience consolidating disparate helpdesks into one, which reduces cost and increases efficiencies
- Ability to assess agency's needs in order to customize a contact center solution and provide innovation to reduce cost and improve call resolution
- Use of a proven, repeatable framework to consolidate unrelated help desks into one cohesive and efficient contact center