

Futuristic Value-Based Care Payor Contact Center Operations

Transforming healthcare payor engagement requires more than incremental improvements—it demands a reimagined contact center built for value-based care. Rising member expectations, complex provider ecosystems, and the need for seamless care coordination are reshaping how payors engage with members, providers, and care teams.

Tech Mahindra's Futuristic Value-Based Care Payor Contact Center Operations help healthcare payors modernize customer experience, integrate clinical and service workflows, and deliver measurable outcomes across the care continuum.



What We Offer

Tech Mahindra delivers an integrated payor contact center model that combines omnichannel customer service, clinical support, and advanced operations. Our offering is designed to support members, providers, and agents through end-to-end healthcare journeys-while lowering operational costs and improving outcomes.

- Integrate clinical and service operations through a unified payor contact center
- Support value-based care initiatives with clinical triage, nurse advice, and care coordination
- Enable omnichannel member and provider engagement across enrollment, eligibility, and claims
- Leverage scalable, compliant operations aligned with HIPPA and regulatory standards

Comprehensive Payor Contact Center Services

Our portfolio spans core payor needs across the healthcare ecosystem:

- Member enrollment and renewal support during peak and non-peak periods
- Provider enrollment, credentialing outreach, and authorization coordination
- Eligibility, benefits, and claims status support for members and providers
- Care management services including nurse advice lines and preventive outreach
- Billing, claims processing, and fraud, waste, and abuse detection

Proven Impact for Healthcare Payors

- Improved customer satisfaction (CSAT) by up to 20%
- Reduced operational costs by 30-50% through optimized staffing and remote models
- Increased first-call resolution (FCR) by 10-15%

Case Studies

Improved care management and CX for an Elder Care Support Provider for Veterans

A leading government healthcare services provider partnered with Tech Mahindra to improve scheduling, care coordination, and customer experience for veterans seeking community care. Veterans faced fragmented systems, outdated provider data, and inconsistent engagement across channels. Tech Mahindra implemented secure, scalable contact center operations with trained agents who navigated multiple systems, conducted proactive provider outreach, and delivered empathetic, protocol-driven support. As a result, we were able to:

- Improve appointment success rates
- Reduce repeat calls
- Transform the contact center into a mission-driven support system, positioning agents as trusted allies for veterans while maintaining strict compliance standards.

Offered high-quality customer service during high call volumes for member enrollment

Tech Mahindra helped a global benefits administration company manage high call volumes during annual enrollment periods. Staffing constraints and long wait times were impacting service quality and member satisfaction. Tech Mahindra introduced a rolling volume forecast, ramped up bilingual and remote teams, and retained skilled agents through an ambassador engagement model. The result was:

- 30% operational cost savings
- 15% higher agent productivity
- Near-elimination of call abandonment
- Consistent service-level compliance across enrollment cycles



Why Tech Mahindra

As healthcare payors accelerate their transition to value-based care, choosing the right partner is critical to achieving both experience transformation and measurable outcomes.

Tech Mahindra brings together deep healthcare domain expertise, proven operational scale, and digital innovation to help payors reimagine contact center operations as a strategic driver of integrated, value-based engagement.

- Scale proven operations with thousands of healthcare-trained agents
- Embed clinical expertise directly into contact center workflows
- Bring payor, provider, and member journeys together through integrated CX
- Deliver measurable outcomes aligned with value-based care models

Discover how Tech Mahindra's Futuristic Value-Based Care Payor Contact Center Operations can help your organization deliver better experiences at lower cost. Contact Tech Mahindra to explore a customized engagement aligned to your payor strategy.



About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 147,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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