

MEMBER & PROVIDER ENQUIRY MANAGEMENT

Smartchoice Member Service

Keep every enquiry connected to its next step.

Give service teams structured workflows for member and provider calls. Smartchoice Member Service captures enquiry activity, links relevant administration information and routes follow-up work to the appropriate user.

WHAT YOUR TEAM CAN DO

Call and request management

Record inbound and outbound calls and manage multiple requests within one call, with configurable request types.

Service history

Maintain historical service activity, notes and timestamps, together with call reasons and resolution times.

Workflow and escalation

Route requests through work queues, escalate to users and update call status as the purpose of the enquiry is resolved.

Connected enquiry handling

Review membership eligibility, claim history and provider information through integrated suite components; support primary-care provider searches and assignments.

How it connects

Connect with Smartchoice Membership, Provider and Claims, or agreed third-party systems. Updates to connected applications depend on the selected interfaces.

Configured for your environment

Define enquiry types, escalation paths, access permissions and retention arrangements. Call activity logging does not imply audio recording; telephony and additional communication channels require confirmation.

Help service teams follow enquiries through to resolution with a clearer record of activity.

Request a Smartchoice demonstration

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