

Solutions for Pharma

INDUSTRIES

Dedicated to Helping Healthcare Companies Deliver Exceptional Patient Experiences

Tech + Human Touch Business Services Support for the Pharma and Medical Device Industries

Today's pharmaceutical and medical device industries requires business service partners that can save them money, ensure regulatory compliance, and help ensure high levels of patient satisfaction. The healthcare industry sets a high bar for outsourced business service providers and expects an unwavering focus on detail and precision. For almost 20 years Solix has delivered business services that help ensure customer satisfaction while helping progressive organizations accelerate large scale program deployment. From data security to compassionate outsourced contact center support, Solix focuses on the details that are so critical to patient healthcare delivery.

We've taken the time to understand the specific needs of pharma and medical device manufacturers. Our diligence and focus is why we are a leading provider of Business Process Outsourced (BPO) services to a broad range of industries. Solix works hard to support the operational and business challenges of healthcare companies as they work tirelessly to support patient populations that rely on them to keep them well. We understand the delicate balance that must be maintained between customer satisfaction and the need to manage costs and program efficiency.

We Understand the Specialized Needs of Healthcare

For decades we've worked with a broad range of companies to help them manage complex program deployment, management and reporting. Solix provides healthcare organizations with a broad range of support including:

- ✓ **Program Design** – Collaborative support developing and deploying patient focused programs
- ✓ **Case Management** – Precise eligibility and application processing and determination services
- ✓ **Customer Care** – Omni-channel equipped contact centers allowing patient engagement over multiple platforms
- ✓ **Technology** – Highly customizable program management platform enabling integrated support programming
- ✓ **Data Security** – Highly redundant security protocols to satisfy the most demanding industry standards
- ✓ **Growth Programming** – Business intelligence tools and outbound customer acquisition assistance capabilities

Industry Insights and Experience

Our broad multi-industry experience has afforded us opportunities to help leading organizations improve program efficiencies and customer impact. We understand the importance of compliance monitoring and data security essential in the healthcare industry.

We appreciate the healthcare industry's need for precise program management, efficiency, and compliance with state, local, and federal regulations. We've been delivering measurable BPO impact in many forms:

- 800+ US based associates
- Multiple US based Contact Centers handling 2M calls annually with 99% measured accuracy
- 300+ Contact Center Agents
- Bi-lingual customer care program support
- 97% documented customer satisfaction scores
- 20M+ applications reviewed with eligibility determinations in less than 5 minutes

The Solix Difference

The speed of change in healthcare demands business service providers that provide an end-to-end scope of support. Solix assists healthcare organizations with a range of mission critical capabilities including:

- ✓ **Comprehensive Support** – Complete program design, deployment and detailed performance reporting
- ✓ **Regulatory Expertise** – Procedures and protocols to ensure regulatory compliance management
- ✓ **Financial Management** – Extensive billing and collections expertise
- ✓ **Program Oversight** – Monitoring and real time program reporting
- ✓ **Customer Support** – Multiple US based contact centers providing inbound + outbound support

Focused on Healthcare Industry Needs

We help pharmaceutical and medical device manufacturers manage complex, patient focused programs through detailed outsourced business services:



PRESCRIPTION ASSISTANCE PROGRAMS

Detailed eligibility determination and notification process management



DRUG COMPLIANCE MANAGEMENT

Inbound + outbound patient communication and documentation



ONGOING PATIENT COMMUNICATION

Omni-channel contact center support for patient inquiry management



PATIENT RESEARCH

Targeted outbound surveys to support patient follow up protocols



ADVERSE EVENT MANAGEMENT & REPORTING

Ensuring patient safety throughout their program participation



VENDOR CREDENTIALING

Regulatorily required vendor screening + credentialing services

Let Us Deliver for You

Let Solix show you how we can help you implement complex, patient focused support programs while delivering improved financial metrics for your organization. When efficiency, attention to detail, and patient satisfaction are key...count on Solix.



FOR MORE INFORMATION ON OUR HEALTHCARE INDUSTRY SUPPORT SERVICES:

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