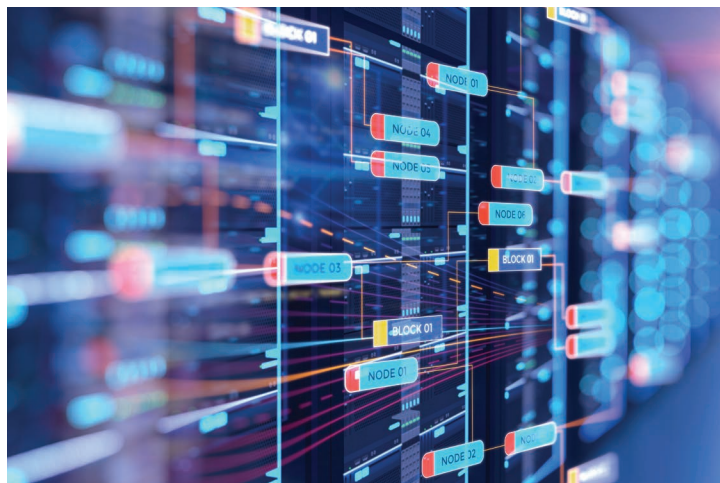


# CRM/MEMBER SERVICES

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## Easily Track and Respond to Members

The CRM/Member Services module helps you easily track and respond to member concerns and inquiries from one centralized location. Integrating data from the GuidingCare® member record, this module allows a customer service representative to access important information, such as line of business, member details, provider details, care staff, authorizations, claims and appeals. Additionally, data from the call log are synced with member records and available for other care team staff to review.



## SEAMLESSLY ACCESS MEMBER DETAILS

Quickly access member information, including authorizations and appeals, provider details, care staff, eligibility and more. All notes and actions from customer inquiries are logged into the module and attached to the member record – all stored in a single location.

## STREAMLINE CUSTOMER MANAGEMENT WORKFLOWS

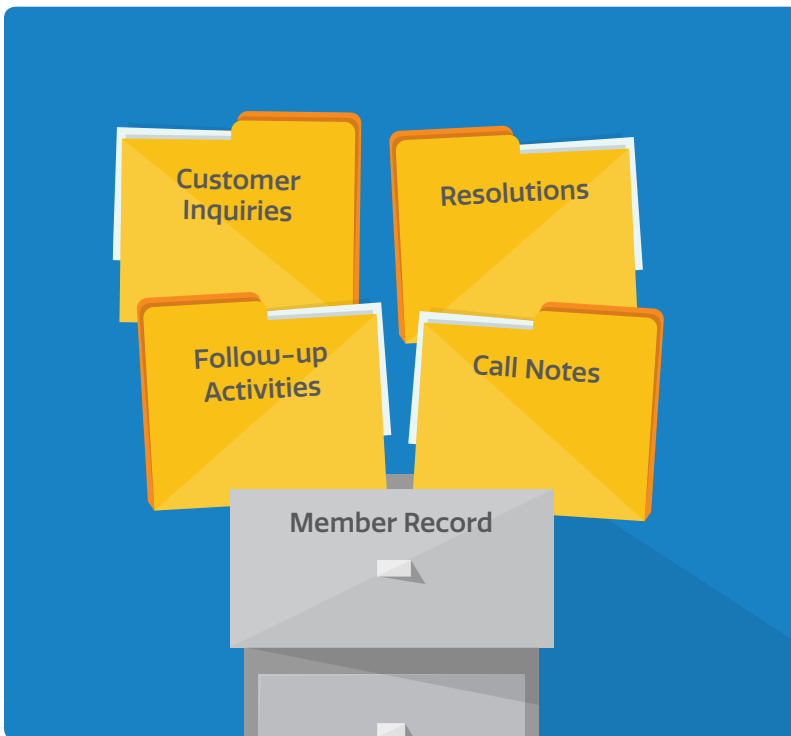
The user-friendly CRM/Member Services module streamlines customer service activities, with capability to save call details and resolution in the member record. The module allows the user to perform follow-up activities themselves or to assign them to other team members.



# CRM/MEMBER SERVICES

## Seamlessly Share Customer Service Activities Across Departments

Collect, organize and manage all customer service activities seamlessly in the GuidingCare CRM/Member Services module. All customer service details are stored centrally in the member record for easy reference by stakeholders across multiple departments. To support member satisfaction and engagement, all team members have access to important member information, including notes and resolution outcomes.



### CONTACT US

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### ABOUT ALTRUISTA HEALTH

Altruista Health was founded in 2007 on a mission to provide innovative healthcare technology solutions that drive significant improvements in cost savings and health outcomes for all populations. Today, Altruista Health's GuidingCare® platform is used by health plans and provider organizations to streamline care management workflows, facilitate coordination among clinical, behavioral and community resources, accelerate quality improvement and promote engagement for more than 38 million members.