



## Customer Service Commitment

### *Raising the service bar to meet your needs*

You can count on excellent customer service from First Health. Every client has a dedicated account management team. And, those teams focus 100% of their attention on the satisfaction and retention of their customers.

You'll receive accurate and timely data analysis to meet your needs from our dedicated Data Analytics team. Simply work with your account manager to submit your requests for GeoAccess, disruption analysis, and claims analysis reports.

You are also the focus of our customer service representatives. Real people take your calls. You can get prompt and accurate help with claims and provider questions. You also have instant online access to locate a provider or create a directory at [www.firsthealth.com](http://www.firsthealth.com). And, that access is available 24 hours a day, 365 days a year.

### Annual client survey shows satisfaction with First Health

Your responses to our recent client survey\* show that we are meeting your needs. You gave us high customer satisfaction ratings in the areas of:

- |                                     |     |                                       |     |
|-------------------------------------|-----|---------------------------------------|-----|
| • Account manager relationship      | 98% | • Overall customer service experience | 96% |
| • First call resolution             | 96% | • First Health overall                | 96% |
| • Turnaround time for data analysis | 99% |                                       |     |

### Operational excellence is our goal

You expect accurate and timely service - and we deliver. You'll see superior customer service and claims pricing service level results year after year.

## First Health 2014 Service Level Results\*\*

#### Customer Service

- |                               |            |
|-------------------------------|------------|
| • Call volume                 | 350,730    |
| • Average speed of answer     | 16 seconds |
| • Call abandonment rate       | 2.1%       |
| • Call accuracy quality score | 99.5%      |

#### Claims Repricing

- |                                       |                              |
|---------------------------------------|------------------------------|
| • Total claims processed              | 13.5 million                 |
| • EDI claims                          | 12.5 million                 |
| • Paper claims turnaround time        | 99.9% within 5 business days |
| • EDI claims turnaround time          | 98.9% within 2 business days |
| • Procedural quality accuracy results | 99%                          |
| • Financial quality accuracy results  | 99%                          |

\* First Health 2014 Annual Client Survey

\*\*First Health data warehouse

To learn more, contact [FirstHealthMarketing@firsthealth.com](mailto:FirstHealthMarketing@firsthealth.com)