

Call on BluePeak for all Your Call Center Needs!

Medicare Call Center Operations Solutions

At BluePeak, we pride ourselves on being experts in Medicare call center operations, offering a suite of services designed to optimize performance, enhance customer satisfaction, and ensure compliance with the Centers for Medicare and Medicaid Services (CMS) and achieve industry best practices.

Services Offered.

Call Center Assessment

We conduct thorough evaluations of your call center operations to identify strengths and areas for improvement, ensuring alignment with best practices and regulatory requirements.

Call Center Metric Evaluation and Improvement

Our team analyzes key performance indicators to enhance efficiency and effectiveness, driving improvements in service delivery and customer satisfaction.

Grievance and Coverage Determination Detection and Routing

We streamline the detection and routing of grievances and coverage determinations, ensuring timely and accurate handling of customer concerns.

First Call Resolution

Our strategies focus on resolving customer inquiries on the first call, reducing repeat contacts and enhancing customer satisfaction.

Call Log Reviews

We perform detailed reviews of call logs to ensure accuracy, compliance, and quality in call handling.

Secret Shopping/ Call Recording Reviews

We provide objective insights through secret shopping and call recording reviews, helping you understand the customer experience and identify opportunities for enhancement.

Call Listening and Coaching

Our experts offer targeted coaching sessions based on call listening, empowering your team to deliver exceptional service and resolve issues effectively.

Full-Service Support for Expanding Lines of Business

As your business grows, we provide full-service support to seamlessly integrate new lines of business into your call center operations.

General and Targeted Call Center Training

Our training programs are designed to equip your team with the skills and knowledge needed to excel in their roles and adapt to evolving industry demands.

Comprehensive Call Center Package

Our all-inclusive package covers training, metric review, call monitoring, and secret shopping, providing a holistic approach to call center excellence.



Why BluePeak?

Experience.

With a comprehensive understanding of plan operations, experience leading Medicare call centers, and the operational expertise solving downstream impacts of call center activities, our subject matter experts bring unparalleled expertise to every engagement and create a tailored call center solution.

Proven Methodology and Tools.

Our proven methodology and proprietary tools drive tangible results, enhancing operational efficiency and customer satisfaction.



Partner with BluePeak to transform your Medicare call center operations and achieve excellence in service delivery.

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