



Providing world-class service while positively impacting your bottom line is always a high priority for Argus. The Argus Call Center was developed to support your multiple business needs, serving as a toll-free point of contact for pharmacy providers and members. Our Call Center is located at the Argus headquarters in Kansas City and staffed with over 40 highly-trained full- and part-time customer service representatives, who handle an average of over 140,000 calls every month. Having our representatives available over 100 hours per week means you have access to accurate information when you need it.

## pharmacy calls

We train our Call Center staff to further enhance the skills necessary to both quickly and accurately assist you. Representatives can explain how to submit claims, how to read and use the reconciliation and correction reports, and how to interpret point-of-sale error messages sent to the dispensing pharmacy. We also allow you to customize your Call Center options by permitting our representatives to enter authorizations on your behalf for instances such as vacation supplies, dosage changes, etc.

## member calls

Our dedicated Member Services group was created to meet the unique needs of members. We have a separate toll-free number for member calls. Member Services documents the nature of the call in an online, real-time, Member Comment Screen, which is viewable by the customer.

## reliability

Argus continually takes measures to ensure that its Call Center remains on the cutting edge of technology, in order to better serve our customers. The Argus Call Center currently has 72 operational lines. Argus uses the Siemens Rolm 9751 Model 50 phone along with the Roman Integrated Call Center System. The Roman system enhances the productivity of the Call Center, by using visual displays that include current status, display signs, and ACD reports to provide a comprehensive snapshot of how the call center is running. The system displays current status of ACD agents to include agent name, extension, and elapsed time in state. This information is monitored to track and improve the overall effectiveness of Argus' Call Center.

## reports

For each call received, representatives enter customer information and the reason for the call. Monthly reports based on the data are produced so that customers can analyze the results and meet business goals.

## service

We strive to have the highest-quality service in our Call Center, as in all areas of our business. Our system allows Argus to achieve service level goals of 85% of calls answered within 20 seconds, with an extremely low abandonment rate.

The Call Center offers special services such as TDD technology for the hearing impaired and Spanish-speaking representatives.

Argus' Call Center is one more way we are supporting your unique business needs.