

ACTIVITY REPORTS

Benezon Healthcare Advocacy Activity Reports provide a view into the tools and services your plan members are most concerned about.

Using toll free number access, our advocates and SMEs (Subject Matter Experts) track all member questions and requests by client. Activity reports include, but are not limited to: explanation of benefits and network related questions, medical bill and claims concerns, also when help is utilized to find a provider or support transparency needs like procedure costs in a member's geographic area.

ACTIVITY REPORTS INCLUDE:

- Employee / Member Count
- Number of Interactions
- Distribution of Call Categories
- Easy to Understand Usage Chart

FLEXIBLE REPORTING - BY DATE RANGE

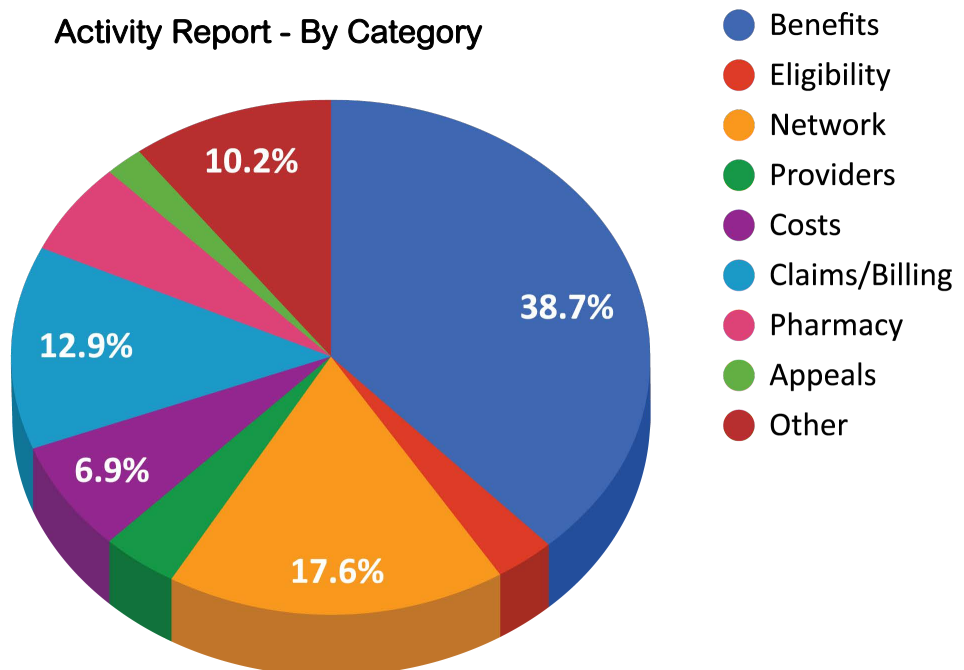
Reports are available for predefined periods (annual, semi-annual, quarterly) or can be built to customer needs with specific start and end dates. The dates selected will include dates that are greater than or equal to the start date selected and less than or equal to the end date selected.

Reports become a sales support tool...

Use data to support client needs, plan design, and selection of ancillary product offerings.



Activity Report - By Category



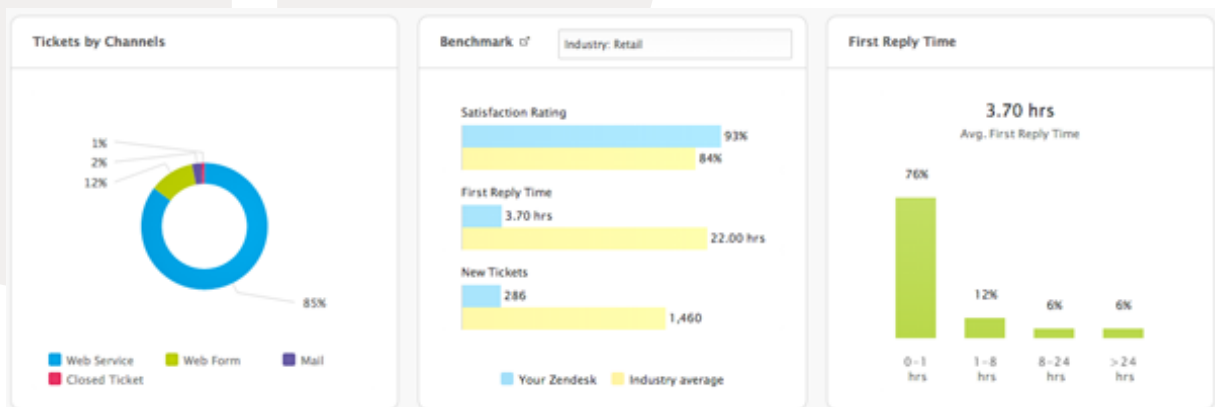
ACTIVITY REPORTS continued

Benezon runs on the Zendesk platform, an industry leader in event and ticket tracking software with a wide range of reporting tools and options to track call activity and ticket category resolution.

OTHER REPORTING OPTIONS POWERED BY ZENDESK

In addition to our standard activity reports, our customer service team has the ability to work with clients on special requests and custom data reports to meet specific needs.

The sample reporting overview below contains three sections for comparing key ticket metrics - viewing ticket metrics by channel, benchmark, and time to first reply.



We don't just track usage, we track RESULTS.

Our satisfaction surveys track overall quality and satisfaction at the member level.

SATISFACTION SURVEY RESULTS REINFORCE PROGRAM VALUE

Upon the resolution of member calls and questions (closed tickets), our advocates invite each member to complete a satisfaction survey. We want to be assured our team at Benezon is performing as expected, but also, we provide these satisfaction ratings to our clients to keep their end customers informed of our successes as well.



Typical satisfaction survey response...

"Thank you so much for your support with my recent billing questions. It was so helpful having someone looking out for my interests, sorting through what was actually due, and working to get some of them adjusted was a great surprise!"