



INDUSTRY EXPERIENCE: HEALTHCARE SOLUTIONS

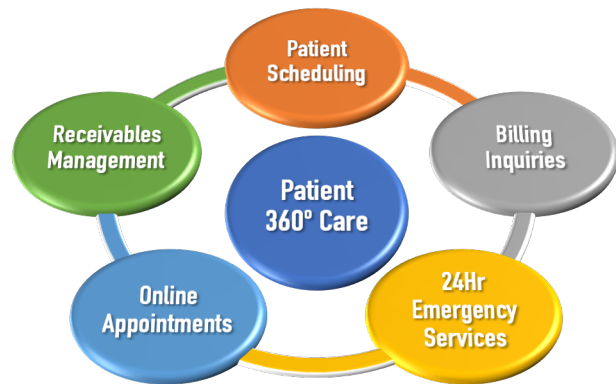
CORE SERVICES

- Customer Care
- Remote Care & Monitoring
- Emergency Care Triage
- Activations
- Claims Management
- Insurance Verification
- Patient Scheduling
- Appointment Setting
- Reminders
- Billing/Account Management
- Collections
- New Member Acquisition
- Lead Generation/Enrollment
- Surveys



KM² Solutions provides best-in-class, cost-effective solutions for all your healthcare outsourcing needs. We enhance the client/patient experience and resolve issues in a friendly and timely manner.

From government organizations & major employers to healthcare providers, pharmacies & manufacturers - we work to meet your needs. We are HIPAA Compliant and work to the highest standard within the regulatory framework of the industry.



KM² has deep expertise in inbound & outbound healthcare solutions. We support:

- Daily, weekly, seasonal volume management.
- Easy to staff, scalable solutions.
- Direct access to international teams.
- Bilingual staffing for Spanish language support.
- Increased sales, average order value, and bundled services.
- Emphasis on patient satisfaction and return visitors, increasing the lifetime value of each customer.

We outperform in all key metrics including: first-call resolution, patient retention rates, agent response time, and agent efficiency.

Why KM² Solutions?

KM² Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.

For more information, please contact the Sales Team:

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