



## Group Medicare Insights: The Humana difference

# Putting the client first: Custom Connect™ and Humana's commitment to exceptional customer service

## Humana Group Medicare Custom Connect™ makes healthcare simple

### What's Custom Connect™?

- Award-winning customer service
- Unique concierge model
- End-to-end service
- First-call resolution

### Why Custom Connect™ is different

- Reps make outbound calls to resolve issues
- Support clients at each stage of the journey
- Strive to anticipate client questions
- Focus on each client's unique needs

### Our priorities are clear

- **Call resolution** over call volume
- **Happy clients** over average handle time
- **Single point of contact** over call transfers
- **Proactive guidance** over calling back for answers



### An experienced team

Our team's average tenure\*:

Leadership & Directors:

**23 years**

Senior Account Executives:

**17 years**

Account Executives:

**11 years**

*\*Average years of Group Medicare experience*



### Building long-term partnerships

**610,000+**

Humana Group members\*

**97%**

member-retention rate\*

**8 years**

average contract length\*

*\*in 2024*

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### Custom Connect™ pillars

- We make healthcare simple for customers
- We get to know each client and their needs
- We make doing business easy



### Don't take our word for it

Here's what customers are saying:

"Amazing account management and customer service! I've been in the industry 20 years working with several insurers. Humana's level of customer care is beyond anyone else."

"Excellent customer service! I brag on Humana Group MA's Concierge team as I've always had good experiences in the 13+ years of working with Humana Group MA folks."

"I like the ease of getting support when I need it and the confidence that I can send retirees to ask Humana questions that will get answered accurately."

To learn more, visit [Humana Group Medicare](#)