



Redefining member calls with Agent Assist



Humana's member support agents have always provided Group Medicare Advantage plan members with world-class customer support. But now Agent Assist, a new tool, is helping agents provide an even better experience by surfacing relevant information, anticipating member needs and summarizing call conversations.

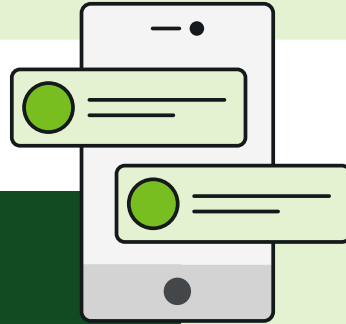
Listen in on how Agent Assist can help Humana deliver personalized, accurate and speedy support, while driving member satisfaction.

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My primary care physician referred me to a cardiologist. How do I know if she's in-network under my plan, and what will my copay be for the visit?

”

Agent Assist automatically surfaces information about the cardiologist's network status and precise office-visit copay in real time. By placing accurate information at an agent's fingertips, Agent Assist provides answers to members' questions quickly and concisely.



“

My doctor prescribed a new brand-name drug for my high blood pressure. How can I be sure it's covered under my plan?

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Agent Assist instantly pulls up a plan's formulary to search for that specific medication while, at the same time, prompting the agent to offer next-step solutions, such as mail-order options, for a speedy resolution.

“

My plan says that I have dental and vision coverage. How do I utilize these supplemental benefits?

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Agent Assist seamlessly brings up a member's specific plan design, including a comprehensive list of supplemental benefits. On-screen instructions might also prompt the agent to provide information on where to find participating dentists and eyecare specialists that are located nearby for superior member experience.

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