

At a glance:

How Humana wins on customer service



What is Humana Group Medicare Custom Connect™?

- One-of-a-kind concierge model
- Provides end-to-end service
- Emphasis on first-call resolution

Custom Connect focuses on successful call resolution—not call volume



What makes Custom Connect™ unique?

- Team members handle everything from onboarding to client management
- We seek to resolve calls without transferring members between reps
- Reps are encouraged to proactively make outbound calls if needed

Humana call center reps are 100% U.S.-based



Setting a new standard for customer service

- We support clients at every stage of the customer journey
- We're proactive, anticipating questions before customers ask them
- Most employers cite service as a reason for recommending Humana



We know our customers

- Consistent account team from pre-implementation through the entire length of the partnership.
- Detailed client information for a highly personalized experience
- Staff trained to understand each client's company culture

"We've flipped the inbound model on its head."

— Brent Hagewood,
Associate Vice President, Group Medicare Operations



What employers are saying

"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."

"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."

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