

# Connecting members to the right support sooner

We've introduced a new AI-powered voice experience that delivers more intuitive and efficient interactions, making it easier for members to get answers and access the support they need faster.



## A new era of voice servicing

Traditional phone systems relied on menus and button presses. Today's technology enables a more natural way to connect. With our new voice experience, members can simply say why they're calling and get connected to the right support more quickly and easily.

Over time, it will become more than just a way to resolve issues. It will serve as a trusted tool that members can proactively use for information, guidance, and support throughout their healthcare journey.

## What this means for your members



### Easier interactions

Members are immediately connected to an AI agent and can simply explain what they need, with no buttons to press or menus to navigate.



### Faster resolutions

The AI agent can answer routine questions and address common issues right away, reducing the need for multiple transfers and additional steps.



### Human support

Live advocates always remain available for complex, sensitive or high-touch situations.



### Smoother transitions

Once authenticated, member information is shared with the live advocate for a seamless handoff.



### Built with privacy in mind

Our approach is compliant and designed to protect member privacy at every step.



### Questions?

Contact your account team if you have questions or want to learn more.