



United Health Group Specialized Care Services / Dental Benefit Provider (DBP) Integration Project

Project Goal

This project was initiated to provide business improvements within the Dental Benefit Provider (DBP) area.

AIT's Role

To accomplish the project goal, AIT integrated the DBP web based JAWS application with the Quintus softphone component to provide call handling efficiencies.

Project Specific Business Improvements

- Operational / cost reductions (Average Handle Times)
- Member service level improvements
- Process improvements, including improved quality and efficiencies
- DBP agent improvements such as reduced training requirements
- CRM technology leveraged as a means of achieving business improvement