Leveraging Speech Technology at Health Net

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August 7, 2006
Agenda

Company Profile
• Health Net
• Call Centers
• Interactive Voice Response Technology

The First Step
• Speech Recognition
• Voice Verification
Agenda

Cost Benefit/Return on Investment
• Reduce Costs
• Improve Customer Service

Speech Driven Applications
• Pharmacy Applications
• Membership Payment Applications
• Medical Benefits

Q & A
Company Profile – Health Net

• Managed health care company, providing health benefits to approximately 5.3 million individuals in 15 states through individual, Medicare, Medicaid and Tricare programs.

• Call Center Locations
  – California
  – Oregon
  – Connecticut
The First Step

The primary business drivers for speech recognition are improving operational efficiency in the call centers, providing outstanding nationwide customer service and security for members and providers.

• Speech Recognition

• Voice Verification
Cost Benefit ROI
Cost Benefit/Return on Investment

Speech recognition solutions can deliver a rapid return on investment across two critical dimensions.

• Cost reduction
  – Decrease call volumes to agents

• Improved Customer Service
  – Increase IVR utilization
Speech Driven Applications
Speech Driven Applications

Pharmacy Fax Back Application - Touchtone

Main Menu

Authorization Forms
- A-B, C-D, E-F
- Achiphex, Actonal,

Guidelines
- A-B, C-D, E-F
- Evista, Fosamax
Pharmacy Fax Back Application - Speech

Main Menu

Authorization Forms
  Speak Drug Name

Guidelines
  Speak Drug Name
Speech Driven Applications

Medical Benefits – Touchtone

• Multi-Level Navigation
Speech Driven Applications

Medical Benefits - Speech

• Target Level Navigation

• Efficient Inquiry
Empowering Your customers and employees with speech technologies

SpeechTEKI 2006 Empower
The Voice Solutions Showcase

Thank You