

Member Services, Enrollment & Healthcare Operations

Blending human empathy with intelligent support for health plans, payers, and healthcare organizations.

Core Competencies

Member Services & Enrollment

- Member services Satisfaction
- Medicare / AEP
- Open enrollment
- Member education
- Engagement

Benefits, Eligibility & Navigation

- Benefits navigation
- Eligibility verification
- Plan / member support
- Provider navigation

Member Administration & Support

- Claims-related support
- Billing support
- Documentation
- Compliance workflows
- Seasonal capacity

Quality, Digital & Intelligence

- Quality monitoring
- Digital self-service
- Customer 360™
- QI™
- Analytics
- Continuous improvement

TLCx Care Connect helps health plans and payer organizations deliver high-volume, regulated member operations through human-first, technology-enabled support.

Enterprise-scale support for member services, enrollment, benefits navigation and seasonal programs.

Healthcare-literate, empathy-driven teams across payer and provider ecosystems.

Flexible support for eligibility, claims-related workflows, member education and navigation.

Built for regulated healthcare operations, with quality and compliance embedded in delivery.



Engage AI™

Real-time guidance and intelligent support



Customer 360™

Unified patient/member context and proactive outreach



QI™

Quality monitoring, risk detection and compliance intelligence

Enabled through TLCx LaunchPad™

TLCx Care Connect Services

- **Member Services at Scale**
High-volume member inquiries, plan support, education, engagement and satisfaction programs.
- **Benefits & Eligibility Navigation:**
Eligibility verification, benefits support, plan/member guidance and provider navigation.
- **Member Engagement & Outreach:**
Proactive member outreach, education, satisfaction, follow-up and digital engagement.
- **Medicare / AEP & Open Enrollment:**
Seasonal enrollment support, compliant member education and flexible surge capacity for volume peaks.
- **Claims & Administrative Support:**
Claims-related support, billing assistance, documentation and regulated healthcare workflows.
- **Quality, Compliance & Performance:**
QI-enabled quality monitoring, compliance intelligence, reporting, workforce management and continuous improvement.

Enterprise scale in action — Medicare Advantage / AEP

100%

Certified

Every agent certified before independent MA calls.

1000+

Agents

Rapid recruitment, training and deployment in four weeks.

100%

QI Available

Quality Intelligence coverage to support insight and continuous improvement.

Why TLCx Care Connect?

- 1 Healthcare & payer expertise:** Experience across member services, enrollment, benefits navigation and healthcare operations.
- 2 Enterprise scale:** Built for complex, high-volume and seasonal healthcare programs without losing operational discipline.
- 3 Flexible & modular:** Start with the operating problem at hand and scale or extend capability as requirements change.
- 4 Human + AI:** Digital self-service, human-in-the-loop delivery and AI-enabled quality improvement configured around the need.

Secure & compliant

Regulated healthcare operations with compliance and cybersecurity embedded by design.



HIPAA · SOC 2 · PCI · Class-A cybersecurity protocols



**Certified
Veteran-Owned**

Company Snapshot

FOUNDED

2007

OWNERSHIP

100%

Employee-Owned,
Certified Veteran-Owned
Business accredited by
the NVBDC.

**Global
Reach**

Servicing in

20

Languages

DIFFERENTIATORS

Tech Integration,
Rapid Scalability,
People-First
Leadership, High ROI

**INDUSTRIES
SERVED**

Healthcare, Government,
Retail, Finance, Telecom,
Consumer Services,
Media, Travel

Broader Care Connect capability also spans patient access, clinical support and provider operations where relevant.