

Connecting Americans to Their Healthcare

FACT SHEET

Multi-Channel Health Communications



The way in which government interacts with their beneficiaries and stakeholders is a critical part of delivering health services. Making the right information accessible and simple to understand engages the public in their healthcare, helps communities navigate complex health choices and promotes improved health outcomes.

“We deliver healthcare reform by connecting the public to the information they need, at the time want it and in a way they want to access it, whether that’s by self-service, phone, email or fax.”

Connecting patients, providers and the public with the right information to improve health outcomes

From general information about benefits and enrollment, to empowering providers and states to get the right vaccines, there is an unprecedented need for effective multi-channel communications and the systems to enable access and choice. General Dynamics Health Solutions can help states effectively coordinate and assess the tens of millions of Americans who now have access to healthcare coverage by empowering patients to be knowledgeable consumers about their healthcare. We deliver healthcare reform by connecting the public to the information they need, at the time want it and in a way they want to access it, whether that’s by self-service, phone, email or fax.

COMMUNICATION AND CHOICE THE RIGHT APPROACH TO HEALTHCARE INTEGRATION

- ✓ Straightforward applications that work across multiple health benefits
- ✓ Multi-channel communications enablement including: web, self-service options, phone, web chat, mail, fax and in-person
- ✓ 24/7 access to services
- ✓ Multilingual materials and healthcare advisors
- ✓ Process design to accelerate assessment, simplify applications and reduce documentation
- ✓ Knowledge-based applications to support beneficiaries, caregivers and providers
- ✓ Systems integration from eligibility to application to claims processing
- ✓ Large scale, secure data hosting to empower access
- ✓ Application design to improve knowledge dissemination and collection

CONNECTING

BENEFICIARIES, CAREGIVERS

AND PROVIDERS



HEALTH CONTACT CENTER FAST FACTS

More than 25 years of experience in connecting communities with their services

General Dynamics Health Solutions has been managing and operating complex government programs to connect consumers, beneficiaries and the public for over a quarter century. We have extensive experience successfully designing, managing and transitioning operations with no disruption to services, and the proven scalability and flexibility to accommodate the changing healthcare landscape.

Multi-Channel Contact Center Customers

- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare & Medicaid Services (CMS)
- U.S. Department of Education, Office of Federal Student Aid
- UK National Health Service (NHS)

- ✓ Designed, manage and operate 17 large scale, multi-channel health contact centers across the United States
- ✓ Highly trained staff who manage critical health information for more than 52 million individuals
- ✓ During peak periods we employ up to 15,000 Customer Service Representatives
- ✓ In a single month we successfully recruited, trained and on-boarded nearly 6,000 Customer Service Representatives
- ✓ Over 25% of Americans are directly supported by health communication services delivered by General Dynamics Health Solutions

Empowering patients to be knowledgeable consumers about their healthcare.

Our end-to-end health solutions – which expand insight, improve outcomes, drive efficiency and reduce risk – include:



Health Data Management & Analytics



Multi-Channel Health Communications



Health Facility Outfitting & Logistics



Clinical Staffing & Medical Research Services



Healthcare Administrative Services



IT Services & Infrastructure

About General Dynamics Information Technology

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology provides information technology (IT), systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors. Headquartered in Fairfax, Va., with major offices worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical IT programs and provides mission support services. General Dynamics Information Technology is one of four business units of the General Dynamics Information Systems and Technology business segment.

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