

# Providers Love Our Live Chat!



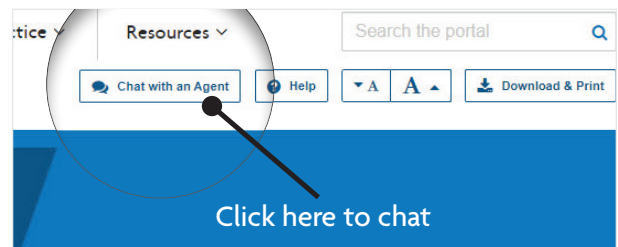
## Increasingly, providers are choosing to chat with a live agent on the Provider Portal

Providers are talking — about the live-chat feature on our Provider Portal, that is!

So far in 2021, live chats with our agents have increased at an unprecedented rate. As of the third quarter, more than 10 percent of our inbound interactions happened via live chat, as opposed to traditional phone calls.

That's because live chat is the easiest and fastest way to get access to basic status updates on a member's eligibility, claims, or authorizations. In addition, our live-chat agents are able to help with complex, on-the-spot inquiries. This means less time waiting on hold to speak to an agent on the phone. Best of all, live chat has the highest score for first contact resolution among all of our communication channels.

The next time you or someone in your office has a question, remember that live chat is just a click away:



### Need Access?

If you'd like to learn more about the Provider Portal and its features, or would like to request access for you and your office, email [AWSEscalations@WellCare.com](mailto:AWSEscalations@WellCare.com). We're here to answer any questions you have about live chat and more!

Quality care is a team effort.  
Thank you for playing a starring role!

