

Case Study

Provide appointment setting, help desk support and outbound services for a telemedicine business

Industry: Healthcare

Client: Facilitating virtual healthcare for individuals and organizations by redirecting care outside of the major medical plans

Timeframe: 2017-present



The Client

Revive Health is a nationwide telehealth company offering virtual care through employer benefits and independently purchased plans. Their services include primary care, urgent care, therapy and pharmacy support.

AnswerNet supports Revive by handling inbound calls for appointment scheduling and responding to help desk tickets. Call volume fluctuates seasonally based on cold, flu and virus trends.



The Challenges

As Revive Health's member base grew and demand for virtual care increased, so did the need for reliable, around-the-clock support. With high monthly call volume, they sought a scalable solution to manage tier 1 inquiries efficiently while maintaining strict HIPAA compliance.

To keep internal teams focused on delivering specialized care, Revive looked for a trusted partner to handle routine tasks like appointment scheduling and help desk support.



The Solution

AnswerNet now handles 100% of tier 1 calls, including appointment scheduling, login help and general inquiries, so Revive's internal teams can stay focused on more complex inquiries.

A team of 75 shared agents provides an average of 450 hours of coverage each month with consistent 24/7 availability.

Revive manages scripting through a shared portal, enabling real-time updates and consistent messaging. Tier 2 issues are escalated directly to internal teams, supporting seamless care delivery.



The Result

Partnering with AnswerNet has enabled Revive Health to streamline operations, reduce overhead and maintain a high standard of patient care across their growing member base. By outsourcing Tier 1 support, including appointment scheduling and help desk inquiries, they've ensured consistent, HIPAA-compliant coverage 24/7, even during seasonal spikes in demand.

With frontline inquiries managed, Revive's internal teams can dedicate more time to delivering specialized care. Members benefit from faster response times, reliable service and a seamless experience that supports better health outcomes.

450 hours

Of 24/7 coverage each month from a 75-agent team, helping to reduce overhead.

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