

Prevent Administrative Workload from Overwhelming Your Staff

The Reality of Modern Care

15+ hrs.
PER WEEK

The average provider spends over 15 hours on paperwork and administration instead of patient care.¹

300%
SEASONAL VOLATILITY

Average call volume spikes during Open Enrollment and flu season, overwhelming internal bandwidth.

12+ minute
CALL TIMES

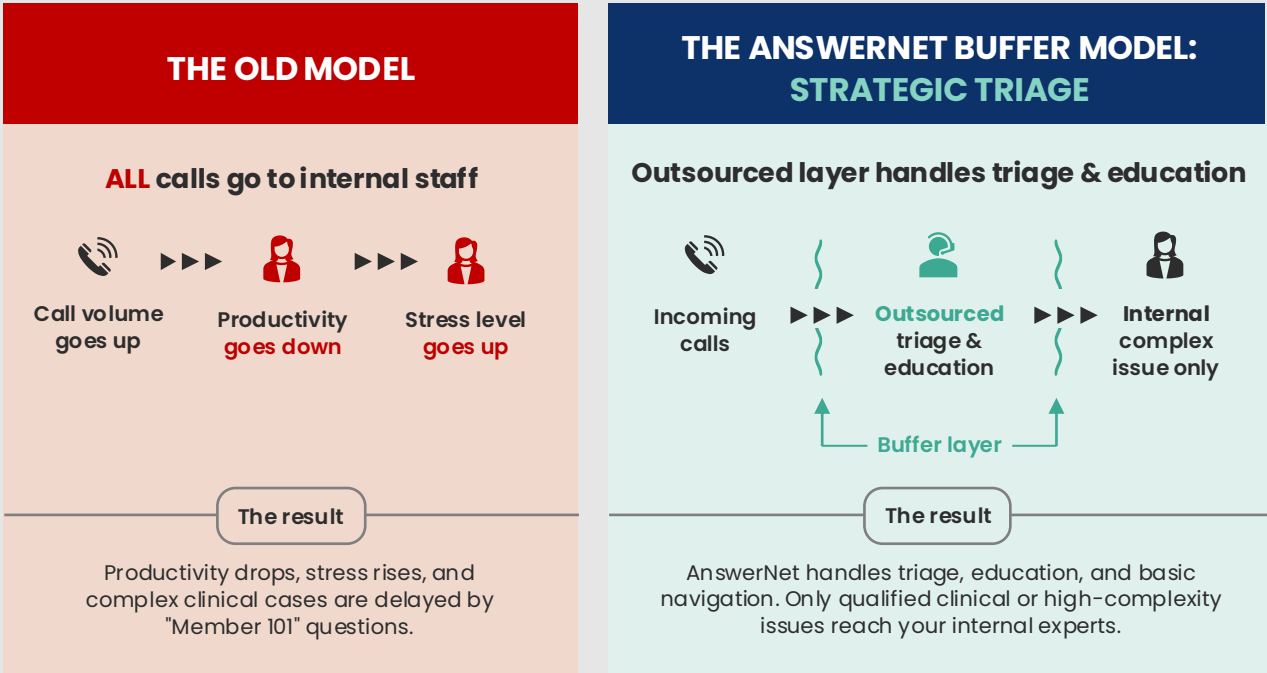
Standard support handle times balloon from 5 minutes to 12+ minutes when education is required.

The “Confusion Call” Epidemic

For Health Sharing Ministries (HCSMs) and Member-Based Health, the product is non-traditional. Members don’t just call for help—they call for member literacy.

Operational Strategy: The old model vs. the new buffer model

When call volume spikes, it often surpasses internal bandwidth, creating staff burn out and affecting client trust. A specialist team creates a buffer layer to triage the calls without increasing overhead.



The AnswerNet Advantage: Case Study

We worked with a rapidly growing provider that faced a surge in membership which pulled care teams away from patients to handle password resets and scheduling issues.

Our solution

AnswerNet deployed a 24/7 flex team to manage:

- ✓ First-line appointment scheduling
- ✓ Portal navigation and “Confusion Calls”
- ✓ After-hours triage protocols

The result

The AnswerNet team took the burden off staff providing:

- ✓ Reduction in staff burnout
- ✓ Consistent member experience
- ✓ Scalable model that adjusts to fluctuation call volume

Why choose AnswerNet BPO Healthcare Services?

Our team of trained specialists protect your internal team from administrative fatigue by taking the burden off them and placing it with our experts, so you can get back to doing what you do best. We take care of your administration and scheduling, leaving you to take care of your members.

Breathe easier through every seasonal spike.
Join the providers who have traded administrative fatigue for scalable, expert support.