



## Case Study

### Helping DC residents access critical health services during the COVID-19 pandemic

**Industry:** Government Healthcare

**Client:** Due to the COVID-19 pandemic, DHCF faced a surge in requests for food, medical and financial assistance

**Timeframe:** 2020-2022



### The Client

The District of Columbia's Department of Health Care Finance is DC's state Medicaid agency. It envisions a state in which all residents have the support and services they need to be actively engaged in their health and to thrive. The agency's priority is to build a comprehensive and equitable health system for all of DC residents.



### The Challenges

In the spring of 2020, the District of Columbia was inundated with calls due to the economic disruption caused by the onset of the Covid-19 pandemic. The District pushed up the launch of a new app to request remote assistance and had to support a higher than usual volume of inbound calls from residents. These people needed over-the-phone guidance in applying for food assistance, Medicaid and temporary financial assistance.

Some using this app needed to be walked through the process over the phone. The demands stressed the city's existing Department of Healthcare Finance call center and brought about the need for more agents, infrastructure and support.



### The Solution

From June of 2020 to January of 2022, AnswerNet and the DC Department of Health Care Finance worked together to serve the needs of thousands of residents. In just four weeks, AnswerNet was able to work with DC's existing infrastructure and tech to implement new campaigns and onboard dedicated agents ready to thoroughly assist callers in need.

Along with successfully deploying a team of remote agents, AnswerNet also worked within the DC area to recruit locally for this project. Once fully operational, AnswerNet resolved an average of 20 thousand calls per month!



### The Result

The Department of Health Care Finance was delighted with AnswerNet's performance, calling AnswerNet a "top notch team of professionals" who "met every goal set for them and then some." Residents showed a higher level of satisfaction with DC's Health Care Finance call center after joining forces with AnswerNet.

By acting quickly to implement, more residents were served. By performing with dedication and attention to detail, more residents were satisfied.

**20,000**  
Calls per month resolved

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