



Case Study

More than 20 years of trusted TPV service with thousands of monthly verifications completed

Industry: Healthcare Insurance

Client: The client is one of the top five health insurance providers in the U.S., serving millions of members nationwide.

Timeframe: 2005 to present



The Client

The client offers healthcare insurance for millions of people across the U.S. The company strives to ensure that every customer clearly understands their personalized plan, an objective that requires the use of a third-party verification (TPV) partner able to handle its busy call volume and offer assurances to its customers.



The Challenges

The client sought a partner that could support and scale with their infrastructure, compliance needs and best business practices. They found this partner in AnswerNet TPV:

- Support strict industry regulations and customer privacy protocols
- Provide end-to-end documentation and proof of consent for every customer enrollment
- Withstand audits and satisfy regulators in the event of complaints
- Handle high call volumes without compromising security or service quality



The Solution

AnswerNet TPV became the primary source for the client's third-party verifications, providing secure, scalable services that ensure all customer enrollments are recorded, documented and easily retrievable. Their TPV process is powered by our secure IVR technology, guiding customers through a straightforward, compliant flow. All recordings are stored in the AnswerNet TPV client portal, where the client can securely access and download files as needed. Verified recordings are retained as per client requirements, meeting both industry regulations and internal policy standards. Additionally, customer-facing scripts are reviewed and updated annually to reflect any changes in compliance or plan details.



The Results

Since 2005, AnswerNet TPV has:

- Delivered consistent, compliant and scalable verification solutions, handling an average of 800,000 secure TPV transactions annually
- Responded quickly to evolving client needs, including urgent operational support
- Empowered the client to meet strict regulatory and audit requirements with confidence

800,000
TPVs performed annually

For more information, call, text or visit us online.

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