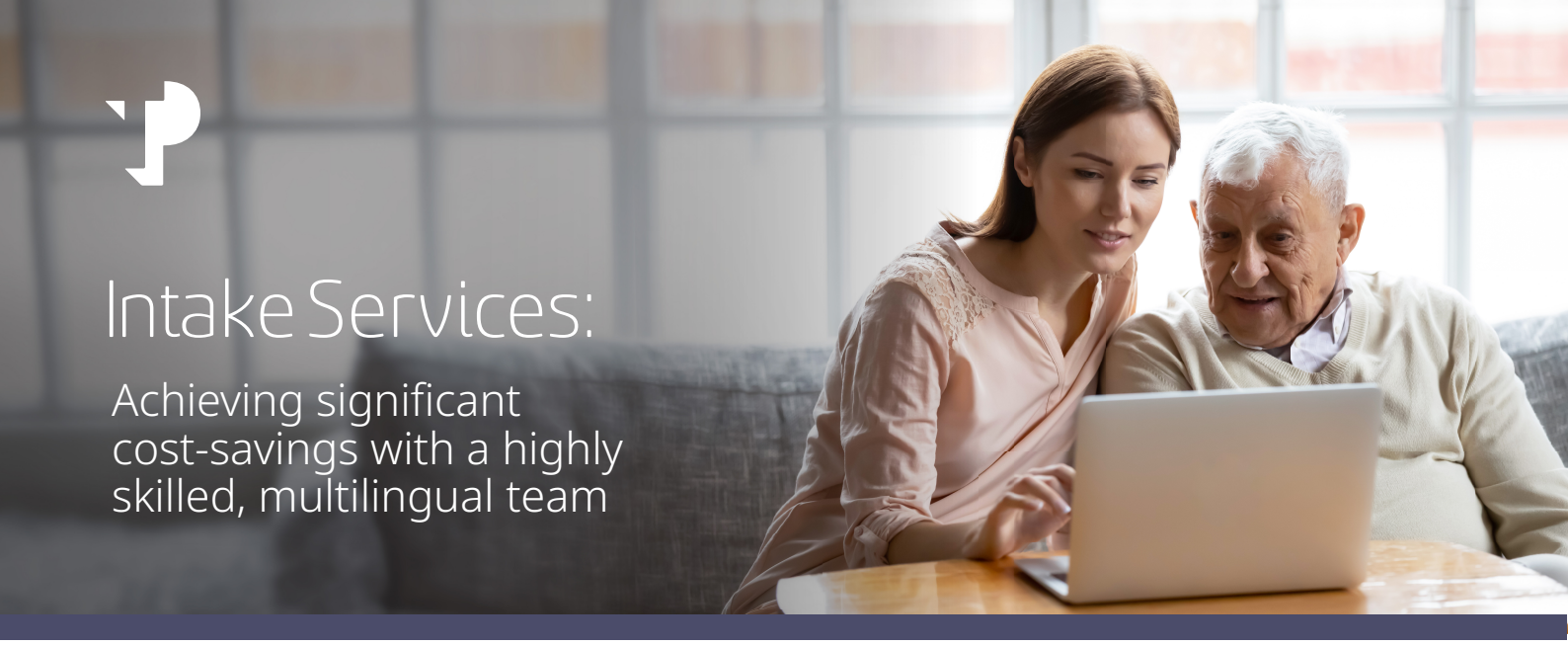

Intake Services:

Achieving significant cost-savings with a highly skilled, multilingual team

Who is the client?

The client is a biopharmaceutical company with a focus on discovering and delivering innovative medicines and solutions that address complex health issues and enhance people's lives.

Business challenge

As the period of exclusivity ended for one of their key brands and biosimilars began emerging in the marketplace, the client had to implement drastic changes, which meant changing their domestic operating model to continue providing exceptional services to their patients but at lesser cost. The client decided to shift their U.S. based Intake Support Services team to Monterrey, Mexico to:

- Dramatically reduce costs to protect profit margins while maintaining quality and patient experience
- Support for six different products with 33 enrollment forms/versions

The solution

The client chose TP for its unique and comprehensive solution and TP delivered through its high-tech, high-touch approach.

Front office

Created two teams:

- The outbound team reaches out by phone and fax to the provider offices, as well as patients, to collect missing information from the enrollments.
- The inbound teams support patients, providers, and provider partners.

Back office

Set up back-office teams:

- A team that works to classify patients and index for product forms.
- A data entry team that processes forms to enroll patients.
- A team that conducts clinical documentation completeness reviews to determine if patients meet criteria for the drug.

TP Knowledge

TP Knowledge, a TP propriety solution that creates reports, was implemented to train for all scenarios, to ensure high quality and exceptional patient experience.

Six Sigma

Six Sigma methodologies were used to measure, analyze, improve, to ensure continuous improvement.

The outcome

TP's digitally integrated solution for the client delivered remarkable outcomes, including easier data analysis with customized reporting and greater accountability with Six Sigma methodologies.

40%
SAVINGS FROM BUILDING A SKILLED AND BILINGUAL WORKFORCE IN MEXICO

7.1%
IMPROVEMENT IN QUALITY ASSURANCE FROM MONTH ONE TO DATE, ACHIEVING THE TARGET OF 97% IN 90 DAYS

100%
ACHIEVEMENT OF TURNAROUND TIME (TT) BY PROCESSING ALL DOCUMENTS WITHIN 24 HOURS OF RECEIPT

+22%
REDUCTION IN THE TIME FOR NEW HIRES TO BECOME PROFICIENT, REACHING THE TARGET IN 40 DAYS