

A decorative background featuring several spheres of varying shades (white, light gray, dark gray) connected by thin black lines, resembling a molecular structure or a network diagram. The spheres are positioned on the left side of the frame, with some in the foreground and others receding into the background. The lines connect the spheres in a way that suggests a complex, interconnected system.

Leveraging Speech Technology In HealthCare

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Agenda

- Healthcare Environment
- The Healthcare Challenge
 - Business
 - Technical
- Discovery
 - DTMF VS Speech
 - Design
 - Proof of Concept/Prototype

Agenda

- Speech Driven Applications
 - Multiple Claim Status Inquiries
 - Benefit Inquiries
 - Pharmacy Fax Back Applications

Healthcare Environment

Managed Healthcare Company

- Servicing Members
 - Multiple Languages
- Servicing Provider Networks & Medical Groups
- Supporting Multiple Product Line
 - HMO/Medicare
 - PPO
 - SHP
- Competition

Healthcare Environment

Primary Business Drivers

- Improving Operational Efficiency
 - Decrease Call Volumes
 - Streamlined Menu Navigation
- Providing Outstanding Customer Service
 - First Call Resolution
- Security for Members and Providers
 - Secure Authentication

The Healthcare Challenge

Technical

- On Premise versus Hosted Solutions
 - Determining Factors
- Application Complexity
- Support and Development Resources
- Leverage Growth

Discovery

- User Interface Design
 - Menu/Call Flows
 - Prompting
- Proof of Concept/Prototype
- Focus Groups
- Speech Driven Applications

Speech in Healthcare

- Speech Driven Applications
 - Multiple Claim Status Inquiries
 - Benefit Inquiries
 - Authorization/Guideline Fax Applications
 - Customer Satisfaction Surveys

Speech in Healthcare

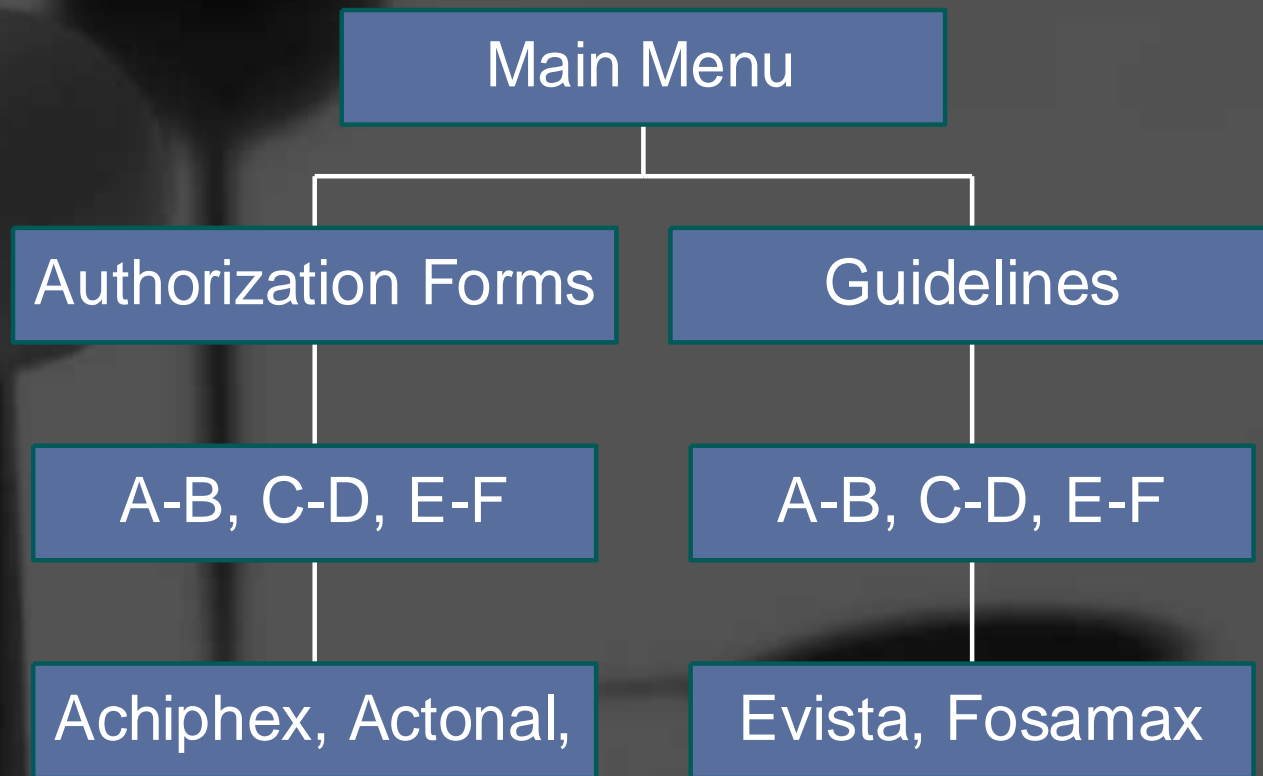
- Multiple Claims Status Inquiries
 - Benefit Providers
 - Date of Service Look Up
 - Multiple Member Look Up
 - Claims Status Fax Back Option

Benefit Inquiries

Service	HMO Select	PPO	ONN
Visit to Physician	\$10	\$10	\$10
Specialist Consult	\$15	\$15	\$15
X-Ray	YES	YES	YES
Laboratory	YES	YES	YES
Allergy Testing	YES	YES	YES

Speech Driven Applications

- Pharmacy Fax Back Application - Touch Tone



Speech Driven Applications

- Pharmacy Fax Back Application - Speech

