



# How One TPA Successfully Resolved More Than Half of Their Provider Calls Using VBAVoice

At a time when hiring and retaining staff in call centers can be extremely challenging, Allegiant has been able to boost productivity of their Customer Service team using VBAVoice. While it can take weeks to train a new Customer Service representative, VBAVoice is up and running immediately to respond to customer inquiries.

## – About Allegiant –

Allegiant is a third-party administrator and employee benefits consulting company. As a third-party administrator for self-insured employer groups, Allegiant works with approximately 30,000 provider entities.

## – The Challenge –

Allegiant was seeking an interactive voice response (IVR) system that could:

- Extend the reach of their Customer Service team by responding to requests for eligibility, benefits and claim information from providers outside of normal business hours.
- Offload the more straightforward calls from their Customer Service team during business hours, allowing them to focus on more complex issues.



## – The Solution –

Allegiant was already using VBASoftware as their claims processing solution and VBAGateway as their online portal solution.

- ✓ Allegiant implemented VBAVoice in 2020. With VBAVoice, Allegiant offers 24/7 access to eligibility, benefits and claims information for providers. All the information is updated in real time through a seamless integration with VBASoftware.
- ✓ During business hours, VBAVoice lightens the call volume for Allegiant's Customer Service team so they can focus on assisting members and handling more complex provider calls.

**“We chose VBAVoice because we wanted to align our IVR solution with the VBA claims platform that we already had in place. Switching to VBAVoice also provided a cost savings from our previous IVR system.”**

**Karen Ramires**

Vice President of TPA Operations,  
Allegiant



## Allegeant Achieves Measurable Results Using VBAVoice



# 79%

### Calls Handled without Redirection

79% of provider calls are **handled initially by VBAVoice** without redirection from the IVR to the Allegeant Customer Service team.



# 55%

### Calls Completely Resolved

55% of provider calls are **handled completely by VBAVoice** without a follow up call to the Allegeant Customer Service team, deflecting over half of all calls.



# \$50,000

### in Estimated Annual Savings

Allegeant estimates a **savings of \$50,000 per year** due to the reduced call volumes. That equals an annual salary and benefits for one Customer Service representative.

## Best Practice Configuration

To encourage providers to use the IVR for simple inquiries, Allegeant directs all provider calls to go through VBAVoice for eligibility, benefits and claims status. Providers must obtain a confirmation number from VBAVoice before speaking to a Customer Service representative for further assistance.

## Automation is a basic expectation for any service organization.

# 67%



of customers prefer self-service over speaking with a company representative.

Source: Nuance

**"I would definitely recommend VBAVoice to any organization looking to reduce the call volumes for their Customer Service team. The IVR is available 24/7 and that is a huge bonus. Providers can access the system after hours, on weekends and holidays, which can avoid delays in care."**

**Karen Ramires**

Vice President of TPA Operations,  
Allegeant

[Schedule a Demo](#)

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