KM² Solutions

CORE SERVICES

- Customer Care
- Remote Care & Monitoring
- Emergency Care Triage
- Activations
- Claims Management
- Insurance Verification
- Patient Scheduling
- Appointment Setting
- Reminders
- Billing/Account Management
- Collections
- New Member Acquisition
- Lead Generation/Enrollment
- Surveys

Omni-Channel

INDUSTRY EXPERIENCE:
HEALTHCARE SOLUTIONS

KM² Solutions provides best-in-class, cost-effective solutions for all your healthcare outsourcing needs. We enhance the client/patient experience and resolve issues in a friendly and timely manner.

From government organizations and major employers to healthcare providers, pharmacies, and manufacturers, we work to meet your needs. We are HIPAA Compliant and adhere to the highest standards within the industry's regulatory framework.

Patient Scheduling · Billing Inquiries · 24Hr Emergency Services · Online Appointments · Receivables Management · **Patient 360º Care**

KM² has deep expertise in inbound & outbound healthcare solutions. We support:

- Daily, weekly, and seasonal volume management.
- Easy to staff, scalable solutions.
- Direct access to international teams.
- Bilingual staffing for Spanish language support.
- Increased sales, average order value, and bundled services.
- Emphasis on patient satisfaction and return visitors, increasing the lifetime value of each customer.

We outperform in all key metrics, including first-call resolution, patient retention rates, agent response time, and agent efficiency.
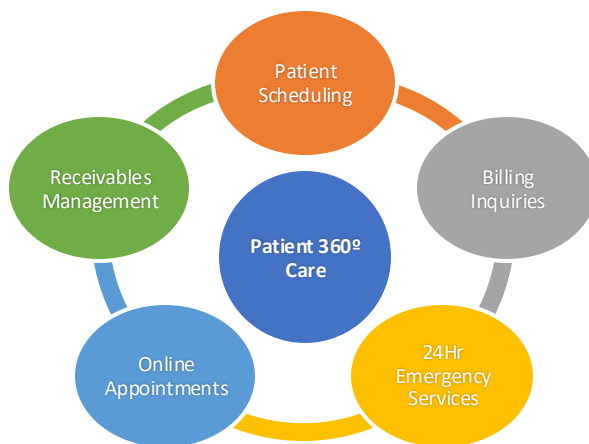
Why KM² Solutions?

KM² Solutions is an award-winning BPO with over two decades of experience operating an exclusively nearshore strategy throughout the Caribbean and Latin America. The company provides clients with a host of outsourcing solutions, including customer care, receivables management, technical support, sales & marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes an annual SOC 2 audit, and has a Compliance Management System that aligns with the FDIC.

For more information, please contact the Sales Team:

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