



FlexJobs Top 100 **Recognized as 21st-Century Workplace Leaders**

Working Solutions ranks # 13 on the FlexJobs [Top 100 Companies to Watch for Telecommuting and Remote Jobs](#) 2015 list—along with more than a dozen well-known healthcare organizations.

The list was compiled after analyzing “over 30,000 companies and their job posting histories in FlexJobs’ database,” according to the job service, based in Boulder, Colorado. It reported a 26% increase in “telecommuting, or work-from-home, jobs posted over the last year.”

Healthcare organizations identified by FlexJobs as 2015 workplace leaders include:

11. [UnitedHealth Group](#)  (2nd Year)
18. [Aetna](#) (2nd Year)
19. [Humana](#)  (2nd Year)
34. [Aon](#)  (2nd Year)
37. [Anthem, Inc.](#) (formerly Wellpoint)  (2nd Year)
42. [McKesson Corporation](#)  (2nd Year)
53. [Healthfirst](#)  (2nd Year)
64. [Hartford Financial Services Group](#) (2nd Year)
66. [American Heart Association](#)  (2nd Year)
73. [Amerigroup](#) (recently acquired by Anthem, ranked #37)
74. [Health Net](#) (2nd Year)
78. [CVS Caremark](#) (2nd Year)
98. [CIGNA](#) 
100. [Magellan Health Services](#)

What we do

For more than 10 years, Working Solutions has supported healthcare clients and their customers with on-demand, virtual contact center services.

Our network of 110,000+ independent agents operates in all 50 states, offering steady-state and fast-flex workforce solutions to complement client sales, technical support and customer care operations.

Examples of agents we’ve recruited for remote healthcare work include:

- 150 agents to route patients to case workers for managed care of chronic diseases—preventing emergency treatment
- 250 agents to manage patient access to a hepatitis B drug program—ensuring care to those with the greatest medical need
- 500 agents to facilitate enrollment in the TogetherRX discount drug program—making healthcare more expedient and affordable

Tap into Work Anywhere Talent

Are you getting the best agents to serve your healthcare customers?

In business for almost 20 years, Working Solutions is [recognized by industry analyst Ovum as a leader in home-based outsourcing](#). Nearly 90% of our U.S.-based agents are college educated, with 5% having graduate degrees. With an average age of 38, more than 60% of them have management experience. Agents average 11 years in service and five years in sales.

Recruited for their expertise, agents are experienced and educated in the industries they serve—delivering relevant customer service and patient care. In our national network, agents speak 30+ different languages—and 20% of them are bilingual. Commonly requested languages are Spanish, French-Canadian, Farsi and Creole.

Our agents perform sales, technical support and customer care, providing services such as:

- **Member and provider service**—benefit coverage, patient verification/eligibility, self-service promotion, FSA/HSA administration, claims and reimbursement and clinical care
- **Population health**—risk assessments, wellness and preventive education, disease-specific outreach and medication adherence
- **Acquisition and retention**—lead generation, needs assessment, enrollment confirmation, benefit checkup and upsell
- **Ancillary benefits**—vision/dental coverage, claims, credit sales and services, disability and long-term care
- **Pharmacy benefits**—Medicare Advantage, co-pay collections, refill reminders, pharmacy support and clinical services

Glassdoor: Engaged Agents Serving Clients and their Customers Well



Working Solutions has achieved the [Glassdoor](#) “Open Door” badge, which speaks to our transparency as a company with which to do business.

We create a caring culture that carries through to our agent community all across the United States. It’s worth knowing that agents like [working for us](#)—with an 88% to 90% recommend rate on Glassdoor. And that feeling comes through when they’re serving clients and their customers.

Our agents, in fact, have delivered increases from 20% to 30% in add-on sales, sales close rates, first-call resolutions, customer satisfaction scores and average order values. That’s a double-digit endorsement that benefits any business.