

# Healthcare: Key Differentiators

EVERISE  
CUSTOMER EXPERIENCE



## WHAT SETS EVERISE APART?

### The First Thing to Know

The healthcare vertical comprises the core of our business and represents the beating heart and soul of Everise, dating back to our inception.

### General Philosophy

Everise has a clear long-term vision: develop strong and meaningful relationships with clients that are based on mutually agreed upon objectives to deliver value for both sides.

### Security First

Everise takes a security and data compliance-first approach to building, maintaining and growing our technology solutions. We evaluate every infrastructure decision based on how it impacts our HIPAA, HITRUST, PCI and AICPA compliance.

### There is so Much More...

This exploration is an exciting starting point! We trust we'll have the opportunity to showcase our full potential in the weeks to come.

## Six Specific Points of Difference



### LICENSING PRACTICE

Everise owns our own licensing insurance agency. Over the course of the last 10 years we've hired, trained and managed over 25,000 sales and service professionals. We continue to see substantial year-over-year growth in our licensed portfolio – with this year already at 300%.



### STAFFING LEVELS

Everise purposely exceeds target staffing levels to be able to provide additional resources to our partners for unplanned increases in volume. This is at a cost to us – not you. If you decide additional resources are required, you will only be charged what you consume.



### COUNTER-CYCLICAL WORKFORCE

Everise has a diverse client roster characterized by peak seasons occurring during opposing times of year. We cross train and move skilled agents accordingly. This permits the accumulation of a tenured resource pool and flexibility to meet needs that may arise unexpectedly.



### CIRCLE COACHING

Everise drives results in real-time with our structured circle-coaching program. This helps us meet critical needs during open and annual enrollment periods as the season is extremely short and every interaction represents a potential sale.



### PERFORMANCE

Everise consistently ranks #1 in NPS, is top-ranked in quality and averages 25-30% conversion rates week-over-week during enrollment. As a result, Everise continues to be awarded either the majority or the largest share of outsourced operations business that has been offered.



### FLEXIBLE ENGAGEMENT STRUCTURES

Everise participates in **Gain Share**: variable pay structure and risk/reward methodology intended to incentivize keeping the main thing the main thing. Our success is ultimately based on yours.