




# Are there Opportunities Hiding in your Distribution Channels?

Channel	Opportunity	Benefit
 Direct-to-Consumer	Encourage Self-Service	<ul style="list-style-type: none"><li>Seniors shop and enroll in Medicare plans online themselves, with agent guidance</li><li>Seniors find best fit plans</li></ul>
 Call Center Agents	Manage Enrollments in One Call	<ul style="list-style-type: none"><li>Reduce call times</li><li>Drug data and demographics preloaded</li><li>Personalize member experience</li></ul>
 Field Agents	Help Seniors Save Money	<ul style="list-style-type: none"><li>Input drug lists prior to AEP</li><li>Accurate drug costs lead to reliable out-of-pocket estimates</li><li>Prevent plan switching</li></ul>

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“ConnectureDRX preloading of medicine cabinet and demographic information has cut our agent call handling time from **20 minutes to 7-8 minutes per caller**. Each call center agent can now support **7 members an hour** versus 3 (without data preloading).”

- Large Regional ConnectureDRX Health Plan