



## Where innovation meets dedication

ConnectureDRX's technology enhancements on **PlanCompare ONE for Medicare plan shopping, quoting, enrollment and retention** are redefining the way call centers and inside sales teams manage Medicare enrollments.

### PlanCompare ONE Highlights

In a **SINGLE CALL**, call center representatives can tailor communication to the preferences of every beneficiary—with dynamic scripting, progress tracking and relevant member information at their fingertips.

- **Scalable and cost-effective**  
Seamless technology integrations with other enrollment channels offers a **UNIFIED VIEW** of member information.
- **Search for providers**  
Including value-based care options.
- **A smoother member-centric journey**  
Innovative platform features support beneficiaries aging into Medicare or members considering a plan change.
- **Preloaded drug lists and other member data**  
Saves minutes on every call.
- **Real-time analytics**  
Tracks session insights, providing “actionable” data for call center representatives, trainers and administrators.



### ConnectureDRX's comprehensive solution helps call center agents:

- Guide beneficiaries in comparing Medicare plans personalized to them
- Expedite every call with custom scripting on monitors
- Enroll beneficiaries in their best fit plan (with no cost surprises). Total out-of-pocket costs are calculated within seconds.
- Move effortlessly on to the next call and another successful enrollment

Innovative technology enhancements ensure call center agents are informed and able to deliver a consultative shopping and enrollment experience proven to elevate the member experience—all in a single call.