

Solving Medicaid Redetermination *with Skills and Scale*



Get Ahead with Alorica

Alorica has one of the largest US footprints with the skills and scale to manage major policy changes—and we're ready to help you every step of the way.

With 40K solutionists working coast-to-coast to support your needs, Alorica makes it easy to avoid adding pressure to internal staff, or having to rely on temp agencies or short-term volunteers. And, with agents working in-center and at home (and many with healthcare backgrounds), you can count on us to come through—quickly.

The Right Solutions at the Right Time

Alorica's expertise with Medicaid issues addresses major policy changes with state-by-state solutions.

Our playbooks and products make the redetermination process effortless. By partnering with each individual state, we tailor responses according to your needs, whether it's automation technology, live agent support, developing training, member claims processing, or something else.

Why Trust Alorica?



Scalability: We've been delivering burstable, "work anywhere" flexibility since the 1990s, and we thrive in uncertain, high-pressure scenarios



Experience: With over 20 years of healthcare and government industry leadership, we've got the people, processes, and technology to support your immediate redetermination needs



Privacy & Security: We meet all data security and compliance standards, and handle confidential information with discretion and professionalism—always



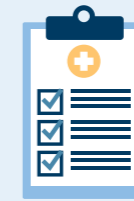
Regulatory & Compliance: Led by a dedicated Healthcare Compliance Officer and committee to ensure all regulatory needs are met including HIPPA, GLBA, ISO 9000, SAS 70, HITRUST, and more

We're Here to Help

If you've got redetermination hanging over your head, we've got you—with compassion, experience, and scalability to spare.

Let's chat! Healthcare experienced agents becoming available shortly!

Proven Medicaid CX Provider with Experience



Assisting Medicaid providers and/or members with coverage/claims related questions



Providing Enrollment Support Pharmacy Technicians



Reviewing, evaluating, investigating and resolving claims to ensure accurate and timely completion



Entering data for provider and member claims detail, attachments, and forms

Alorica is the largest, certified minority-owned BPO, qualified in most states.

