

How Much are Unnecessary Phone Calls Costing Me?

While phone calls are sometimes necessary, callers' overreliance on the phone to ask basic questions can leave Healthcare Payers tied up with simple calls and not focused on more important issues.

Exactly how much are unnecessary calls costing you each year? **Use the calculator below to find out.**

How many unnecessary calls do you receive each week?

An unnecessary call is a call requesting information that should be accessible in your portal.
Claim status inquiries or verifications of patient eligibility are examples of unnecessary calls.

unnecessary calls per week

Cost Per Call

When you factor in staff salaries, benefits, and other related call center costs, how much does each phone call cost you? The 2020 CAQH Index estimates \$11.71 per claim status inquiry.*

×

cost per call

Total Cost for Unnecessary Calls

=

cost per week

×

52 weeks in a year

=

cost per year

Look at your total cost of unnecessary phone calls and now imagine what your company could do if you instead saved that much every year. What are some things your company could do with that money you've saved?

Imagine a quieter call center where your staff isn't spending so much time answering the phone. What are more productive tasks your staff could be doing when the phones aren't ringing?



Don't let unnecessary phone calls keep your company from working more effectively and reaching greater potential. Schedule a demo to learn how the Health Portal Solutions portal and Provider Faxback solutions can help you reduce and prevent unnecessary phone calls.

hpsglobal.net/demo