

Comprehensive Contact Center Solutions and Support Services

As a partner with Optum Serve, we are committed to providing high-quality resources to support the VA Community Care Network (CCN) program. Our capabilities span various roles, ensuring optimal performance aligned with the program's goals and requirements.

Partnering to Provide Unparalleled Support

- We guarantee resources for program operations.
- Adherence to OPTUM standards is paramount.
- Integration of subcontractor staff for efficiency.
- Background investigations to OPTUM guidelines.

Turnover Management

- Prompt alert & replacement of vacant positions.
- Cost responsibility during the training period.
- Proportional cost sharing during initial four months.

Remote Work

- Ensuring high-speed internet for remote positions.
- Compliance with OPTUM program requirements.

Subcontractor Personnel

- Implementation of a progressive disciplinary action policy.
- Compliance with performance standards outlined by OPTUM.
- Immediate removal of personnel upon OPTUM's request.

Location and Period of Performance

- Adherence to location information for each position.
- Contract from commencement to September 30, 2027.

Labor Categories

- Detailed specifications for various labor categories.
- Inclusive responsibilities & skills for each category.

Training and Development

- Training for multiple software platforms.
- Ongoing skill training for current employees.
- Instructional design and development support.

Appointment Scheduling Experience

- Establishing relationships with VA Medical Centers.
- Liason between VAMC leadership & the Appointment.

Quality Assurance

- Evaluating Customer Service Agent calls and chats.
- Identifying opportunities for improvement.
- Knowledge checks for quality audit policies.

Performance Standards and Metrics

- Adhering to standards with 90% accuracy or greater.
- Completion of assigned cases within timelines.



Phone: (404) 545-7908

Email: info@widescopeccs.com

www.widescopeccs.com

PENNSYLVANIA: 2339 Pineview Dr. Malvern Pa. 19355
FLORIDA: 14466 Kandi Ct. Largo Fl. 33774