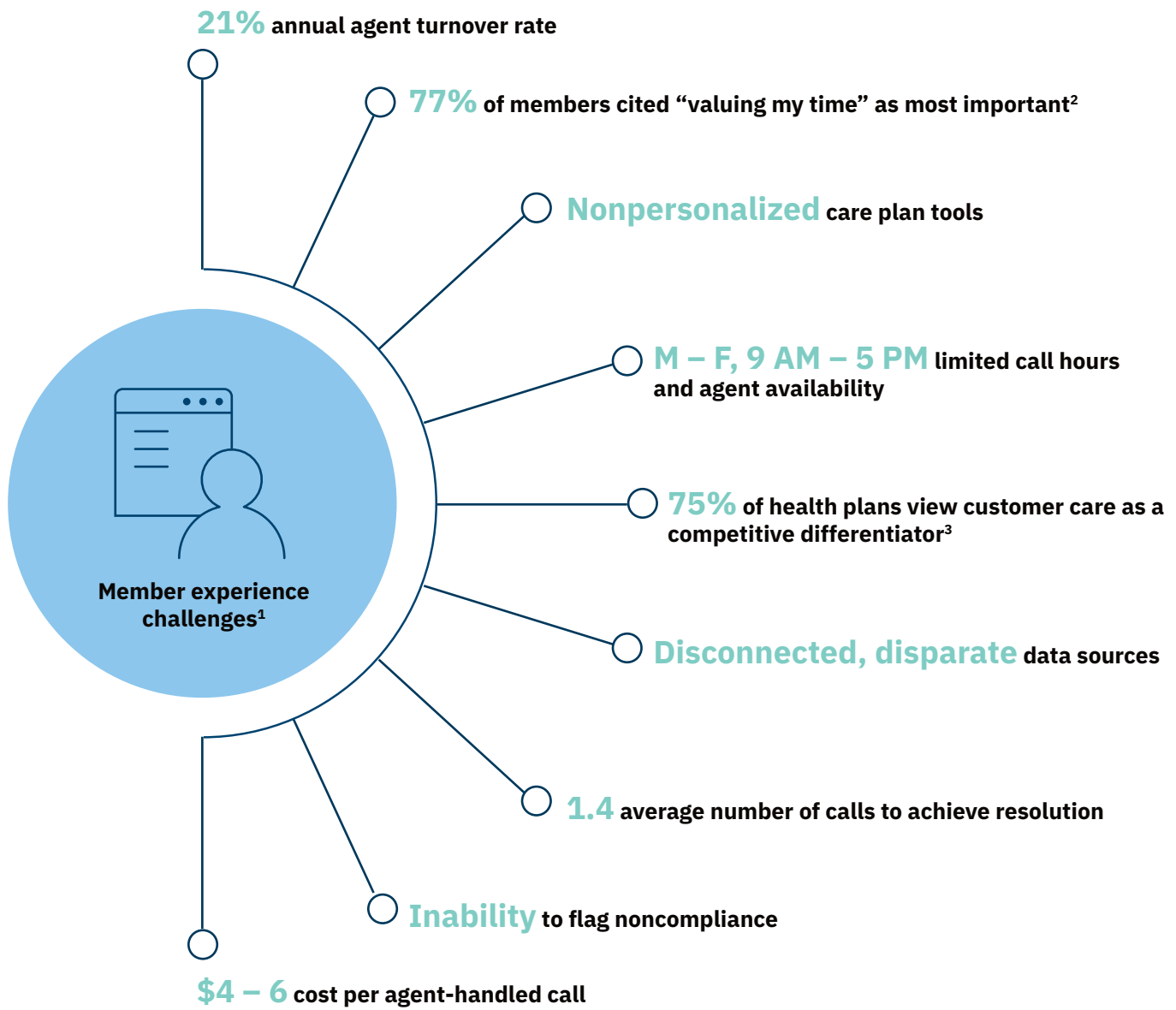


Improve the experience, one member at a time

Many health plans, struggling to improve the member experience while reducing costs, are facing multiple challenges.



What if you could:



Improve the member experience
at a lower cost



Answer questions consistently
every member, every time



Deflect more calls
to lower-cost channels



Leverage enterprise data
to create more holistic views of members



Support health outcomes
through every member touchpoint

Imagine driving fast, accurate and personalized interactions with your members, at scale. IBM Watson Health™ can unlock the value of your data with a solution that engages your members using conversational technologies, artificial intelligence, analytics and more.

Learn how Watson Health can help you improve your member experience while lowering costs.

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¹ Industry Benchmark Report for Contact Centers in the Insurance - Health Industry. BenchmarkPortal, LLC. September 12, 2017.

² The Business Case for Virtual Agents. Brendan Witcher, Forrester. September 30, 2014, updated January 12, 2015.

³ Global Contact Centre Benchmarking Report. Dimension Data. 2015.