

Frequently Asked Questions (FAQs)

Who is HealthMatch.com?

HealthMatch.com is a 3rd party communication center that specializes in creating customizable solutions to execute health related messaging.

Why partner with HealthMatch.com?

HealthMatch.com works with Providers, Carriers, and Agents to create the connections that are fundamental to building a health-based community. Healthmatch.com can help strengthen the provider and patient relationship by ensuring patients receive the right message at the right time.

What services will HealthMatch.com provide?

HealthMatch.com will act as the communication center for Providers to their Patients to execute messaging campaigns aimed at creating a referral network for the Provider, Carrier, and Agent via direct mail, outbound calls, email, and text.

How will patient information be provided to HealthMatch.com?

Patient information will be provided by the Provider office via secure FTP or email. Patient lists should include Patient Name, Patient Phone Number, Patient Address, Patient DOB, Provider Name, and Provider Office Address. Please provide the most up to date data and include information only on active patients.

When will patient contact begin?

Call Campaigns are scheduled based on the current campaign pipeline. The kickoff date and required end date will be communicated to you by your dedicated campaign manager on a per campaign basis.

How do I get started?

Getting started is easy! Contact us at 844-551-1755 to schedule your introductory call. During your introductory call you will discuss the following to create a scope of work:

- Introduction and Strategy
- Messaging and Approval
- Reporting Demonstration
- Data Collection
- Campaign Kick off
- Reporting is Delivered

What is a Scope of Work?

The scope of work is created from the introductory call and provides an outline of the services HealthMatch.com will provide. Including:

- Estimated number of patients to be contacted
- Desired campaign timing
- Brief description of the campaign strategy
- Desired number of call attempts
- Data collection points needed for reporting
- Call disposition statuses

How much does it cost?

Cost is based on the Scope of Work, number of resources needed to complete the project, and campaign timing. All estimated costs are reviewed prior to campaign launch.

How will I know when the campaign begins?

Campaign launch can begin once we have completed just 4 simple steps:

- Mutually signed agreements
- Messaging reviewed and approved
- Reporting requirements completed
- Patient list received and all data issues resolved

Your campaign manager will then work with you to determine an estimated kick off date. Prior to the campaign kickoff you will be contacted by your campaign manager. Weekly reporting will then be provided to you for campaign monitoring.

How will patients be notified of my partnership with Healthmatch.com prior to a call campaign?

HealthMatch.com can provide in-office marketing materials to notify patients to expect a call. Posters, flyers, brochures, pens, etc. are all available to you. Additionally, providers may refer patients to the Healthmatch.com website to learn more about who we are and how we create better healthcare communities. Should you need a more customized piece our Creative Services team is ready to collaborate with you!

Will my staff be trained?

Yes! Your staff is a very important piece to the HealthMatch.com strategy. We want to make sure that everyone who may be in contact with a patient knows who Healthmatch.com is, how we will be contacting your patients, what our messaging will include, and who they may contact at HealthMatch.com for assistance. We are happy to offer webinar training, videos, and flyers to fit your training needs! All training will be conducted prior to campaign kickoff.

What if I have a patient who is unhappy about being contacted?

Some level of patient calls to the office is to be expected. With so much in the media about healthcare and Medicare scams patients are right to be concerned. This makes staff training about HealthMatch.com even more important. If patients are confident that their provider is working with HealthMatch.com the trust they have in you is more easily extended. Your campaign manager is also available to you for any additional patient concerns that need an extra level of care!