

For brokers and producers only

Date: December 12, 2019

Market: 100+

## Further Launches Changes to Improve Service for Employer Groups

To better support our 100+ employer groups and the brokers, agents and consultants that serve them, Further, our partner providing administrative services for CareFirst consumer-directed health care plans and incentive cards, has launched a new service model.

These improvements focus on three main areas:

- 1. Implementation.** Further streamlined its implementation processes to provide new employer groups a smoother and more timely onboarding experience. This new process required changes to the Client Operations Manager alignment. All impacted groups were notified of these changes in early November 2019.
- 2. Client Advocate Team Expansion.** Further doubled the size of its Client Advocate Team, who provides service to employer groups. This increased staffing will allow Further to more quickly respond to a group's needs and resolve any issues that arise.
- 3. Service Technology.** Further enhanced its service technology platform by adding an online case management process. The added functionality gives the entire Further service team insight into all interactions/activities related to a particular case, resulting in more timely and informed responses.

### For more information

For additional information, please email Further at [carefirstadvocate@hellofurther.com](mailto:carefirstadvocate@hellofurther.com) or call 866-758-6119 (9 a.m. to 6 p.m. ET).