

Unemployment Insurance Call Center Support

KEPRO Helps States Boost Their Capacity to Accept and Process Applications

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Since the middle of March, Americans have filed more than 30 million claims for unemployment benefits.
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State Unemployment insurance Systems are Overwhelmed by Surge of Claims due to COVID-19

A result of COVID-19 states are facing an unprecedented spike in unemployment insurance applications. This surge has overwhelmed states systems, with some states seeing a 16,000% increase in phone calls compare to a typical week. As a result, states need immediate support to process the high volume of unemployment claims.

KEPRO has the call center experience, technology platform and personnel to quickly increase call center capacity.

Call Center services is a key capability of our organization. We received our first call center call in 1985, over 35 years ago. Currently, we operate 14 call centers spanning all U.S. time zones, handling 1.2 million customer service calls each year.

During this unprecedented time, KEPRO can and will be a flexible and agile partner to states. We are confident in our ability to ramp up and down as evidenced by the recent quick adjustments we have made in response to COVID-19. For example, as result of unexpected lower call volumes in some states and higher call volumes in other states we made at times same-day redistribution of our Call Center Agents.

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KEPRO understands the urgent sense of action that is needed to address the massive increase in call volumes.
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To date, we have experienced zero disruptions as a result of these transitions. We have also successfully temporarily transitioned 100% of our office-based team to work from home and have maintained excellent call center metrics.

While there are tools to assist with navigating the unemployment insurance process, KEPRO understands the need to connect to a human voice to get assistance and questions answered.

Our focus on ensuring each call interaction is trusted and positive is evidenced by our call center KPIs and metrics which meet or exceed industry standards in both calls and quality. For example, currently, KEPRO is performing Medicaid eligibility application processing for the State of Tennessee (TennCare) that includes both telephonic and manual application processing. As evidenced below our Call Center Agents continuously exceed our Service Level of Agreements for TennCare.

KEPRO's Call Center Service Level Metrics for TennCare	
Average Call Answer Speed	31 seconds
Call Answered Within 30 Seconds	98.7%
Call Abandonment Rate > 30 seconds	1.3%

Why KEPRO is the Right Partner to States for Contact Tracing

- ✓ **Specialized Workforce.** With over 35 years working with vulnerable populations we understand the importance of patient confidentiality, cultural competency and building and maintaining trust in every call interaction.
- ✓ **Government Partner.** KEPRO is a long-time partner to state. We have worked with 27 state agencies for 20+ years and understand the government market.
- ✓ **Flexible.** KEPRO can adapt to a state's current needs and call volumes and also offer a full-service work-at home solution if needed.



**Intelligent Value
Delivered With Personalized Service**

KEPRO.COM



About KEPRO

KEPRO partners with government sponsored health care programs to support their mission of providing efficient, high quality and well-coordinated care to vulnerable populations. We do this through our propriety, integrated platform, data analytics, and clinically driven services in the areas of quality oversight, care management, and assessments and eligibility.