



The Argus Difference



900% Membership Growth Since 2013

Partnered with **Healthykids**TM



Medicare/Medicaid Service Provider to:
Blue Cross Blue Shield
Humana
Aetna
United Healthcare



95.8% Member Satisfaction Rate

93% Ease of Making an Appointment

Advanced Claims Processing

- State-of-the-Art Claims System
- ⇒ Member/Benefit Management
- ⇒ Customer Service Claims
- ⇒ Adjudication
- ⇒ Workflow Management
- ⇒ Reporting
- ⇒ Scalable to 20 million members
- ⇒ 100% Payment Timeliness (50% paid in 5 days; 75% paid in 14 days; 100% paid in 30 days; 99.9% Accuracy)
- ⇒ Customized claims payment, paid semi-weekly

Accuracy & Timely Reporting

- ⇒ Performance guarantees on call stats, network adequacy, and timely claims payment
- ⇒ History of Low Incidents of Grievances (.00093% in 2018)
- ⇒ UM Weekly Monitoring
- ⇒ Monthly Claims Processing Timeliness Report

Call Center Statistics

- ⇒ .4% Abandonment Rate in 2018
- ⇒ 99% Procedural Accuracy
- ⇒ Over 95% of calls answered within 30 seconds
- ⇒ Achieved quality goal of 91.4% in 2018



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www.argusdentalvision.com