

HGS Supports Growing Demand for Health Insurance in U.S. with Over 300 New Licensed and Call Center Agents Added in Q3

CHICAGO – December 2, 2015 – [Hinduja Global Solutions Limited](#) (HGS) (Listed on NSE & BSE, India), a leader in end-to-end services for healthcare payer and provider organizations, announced it added 325 new licensed and call center agents to its El Paso, Texas, and Roswell, Georgia, offices in the third quarter of 2015, amid strong demand for outsourced health plan member lifecycle management.

The vast majority of HGS's new agents are helping the nation's largest health insurers meet the broad-based consumer demand for health insurance during the open enrollment period, as well as the subsequent management of those members once they have enrolled. In 2014, health insurers added 9 million more Americans than they did the previous year, according to a September 16 Census Bureau survey¹ that reflects the impact of the Affordable Care Act on the US health insurance market.

"Healthcare is a fast growing business for HGS and the Affordable Care Act has opened up new growth opportunities for us," said **Ramesh Gopalan, Executive Vice President of HGS Healthcare BPO Solutions**. "HGS will continue to hire at a brisk pace as we prepare to meet the growing demand for our healthcare services."

HGS is a leader in providing end-to-end services to the healthcare industry for both payers and providers, including five of the top 10 healthcare payers and numerous large hospital groups with hundreds of U.S. hospitals. For nearly 15 years, HGS Healthcare BPO Solutions has helped healthcare insurance companies and hospital groups transform their business operations by delivering program efficiencies, process improvement measures, and economies of scale offering exceptional member/provider services as well as accurate and rapid back office processes.

HGS's new Roswell office has added 75 agents since August 31, to help insurers meet the demand for information and enrollment during the annual open enrollment period, which runs from November through February. The El Paso office has added a total of 525 new agents since January 1, 2015, the majority of them servicing healthcare organizations—both health insurers and healthcare providers, like hospitals.

HGS's end-to-end capability set offers solutions that best fit the needs of its clients. HGS staffing increases will bolster its already impressive offerings in enrollment, sales, and support to help clients increase their member base and topline revenues. Licensed insurance agents will assist members with buying health plans and enrolling them over the telephone, which is often the first—and most important—touch point for many new or re-enrolling customers. HGS has earned credibility and trust on basis of these customer interactions and have grown their service offerings from more traditional outsourced processes, such as claims adjudication and member support operations, to highly complex programs, such as prior authorization, nurse triage help line, and medical necessity review processes. With their extensive experience in the payer space and wide-

range of offerings to their health insurance partners, it is easy to see why HGS was selected by both NelsonHall and Horses for Sources as one of the top vendors in healthcare business process outsourcing.

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About HGS

HGS is a leader in optimising the customer experience and helping clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, and the public sector. HGS operates on a global landscape with about 40,000 employees in 65 worldwide locations delivering localized solutions. For the year ended 31st March 2015, HGS posted revenue of US \$458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

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ⁱ https://www.washingtonpost.com/national/health-science/proportion-of-americans-without-health-insurance-dropped-in-2014/2015/09/16/60915d4c-5be5-11e5-9757-e49273f05f65_story.html