

EyeMed's Customer Care Center recognized as top-notch for 11th year in a row

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There's no stopping the EyeMed Customer Care Center! They just achieved BenchmarkPortal Center of Excellence distinction for the 11th consecutive year—1 of only 12 contact centers in the country to receive this distinction for 11 consecutive years. From thousands of call centers, EyeMed continues to emerge as a leader in the top 1% of all U.S. call centers.

Working in a supercharged environment with a steady dose of urgency, it takes a strong team to deliver these amazing results year after year. Their key performance indicators tell a story that speaks to high customer satisfaction on many levels. Here are just a few of the categories where EyeMed outperforms industry averages:

- **High Customer Satisfaction:** 91% of our customers (members and providers) are highly satisfied with our customer service. The industry average is 70%.
- **High Average Speed of Answer (ASA):** Just when you think they can't possibly beat their 2018 KPI of 10 seconds, our agents responded to calls last year with an outstanding 6.9 second ASA. Industry average is 28 seconds longer.
- **Low Abandon Rate:** Only .39% of callers hang up before they receive service. The industry average is 2.67%.

"We could not have achieved this year's certification without a complete team effort," adds Scott Sutphin, director, customer call center. "Each person in the call center—agents, managers/supervisors and support teams in IT, workforce management, business integration, service transformation and business intelligence—makes a contribution, and gaining this distinction is a testament to their everyday hard work and winning attitudes."

In a class all by itself, the Customer Care Center isn't afraid to outshine the rest. Kudos to our first-class team!

