



Health Language®

Code Explorer® for Call Centers

Enable Non-Clinical Call Center Staff To Quickly Resolve Member Inquiries

Today's fast-paced healthcare environment puts professionals in customer care settings with limited time and expertise to quickly locate the medical codes needed to assist their members. Often, call center staff are faced with using either, disorganized, dated, and inaccurate hard copy reference materials, or expensive encoders that are unnecessarily difficult to use to answer a simple questions concerning billing and eligibility.

Quickly and easily find codes based on descriptions, synonyms, abbreviations, effective dates, and more

Improving the Code Search Workflow for your Organization

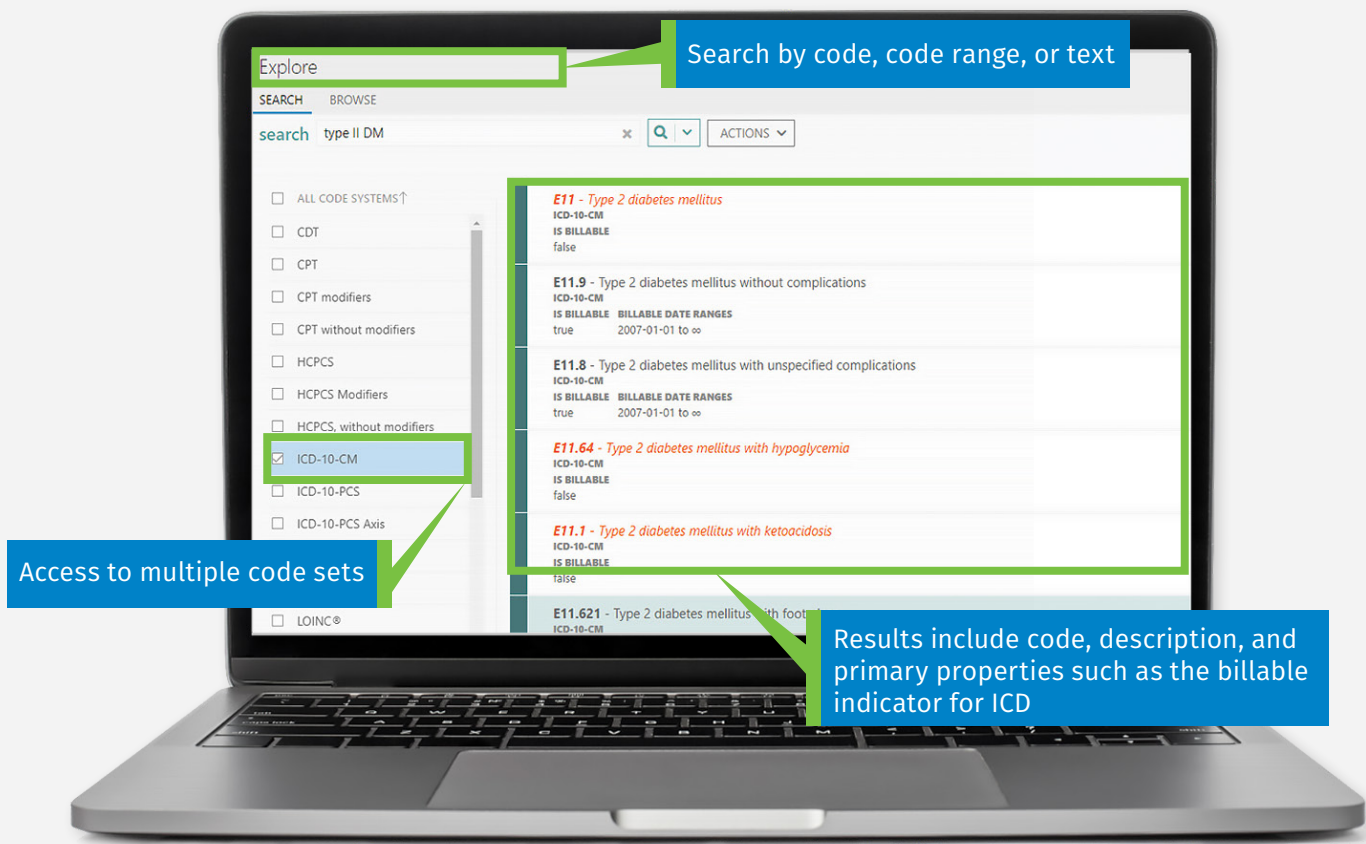
The Health Language Code Explorer for Call Center solution is a simple, browser-based enterprise code search tool with access to over 150 terminology sets as well as 1.3M+ synonyms, acronyms, and misspellings allowing non-clinical users to easily and efficiently search and find diagnoses, procedures, medical devices, laboratory tests, medications, and more. The user-friendly interface then translates the cryptic code into a consumer friendly description to easily addresses member inquiries and thereby improve member satisfaction.

Benefits of Using Code Explorer for Call Center:

- **Simple & Easy of Use.** Enable coders and non-coders to search using codes, common descriptions, synonyms, and more (misspellings are not a problem).
- **Increase User Efficiency.** Streamline the code search process by replacing dated reference books and resources with a single online code lookup tool.
- **Always Up to Date.** Code Explorer helps your organization stay current with over 500 updates annually from the world's leading standards bodies to ensure accuracy and consistency.
- **Improve Member Satisfaction.** Quickly address member's questions and easily explain findings using consumer friendly descriptions rather than complex medical and coding jargon.

Enable call center staff with the tools they need to improve member satisfaction.

- **Call Center Enablement:** Reduce time to resolution for call center inquiries with quick code validation.
- **Less Expensive than Full Coding Solution:** Arm your call center with precisely the information they need at a lower cost than enterprise-wide coding solutions.
- **Consumer Friendly Translations:** Consumer friendly translations help call center users interpret clinical concepts and communicate effectively with members.
- **Search By Synonym/Acronym/Misspelling:** Users can search for codes using synonyms or acronyms, even if misspelled.
- **Search By Effective Date:** Easily go back in time and search for codes effective on the service date.



About Health Language

Health Language provides an innovative suite of healthcare solutions designed to improve your organization's data quality and enable semantic interoperability. Our solutions help health plans, providers, and health IT vendors transform data from abstract to actionable to effectively optimize reimbursement, manage risk, support quality initiatives, comply with regulations, improve operational efficiencies, and enhance analytics.

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