Supporting more than 500 million end users globally with PROACTIVE engagement solutions

No-shows: they hinder not only patient outcomes, but also the success of the health system. When the average outpatient appointment is worth $150 in revenue, and the typical physician sees 20 patients a day, a no-show rate of 18 percent can cost the provider $11,700 per month – $140,000 annually – for that one physician.

Automated appointment reminders, however, can reduce no-show rates by 5–10 percent, as we've found at CSG. That is a revenue gain of $39,000 to $78,000 per year, per physician, which is why providers prioritize these solutions.

We support more than 900 clients in 124 countries including leaders in the health insurance, provider and healthcare manufacturing space.

CSG Customer Success Story

A leading healthcare IT company is helping its medical practice clients minimize no-shows and boost patient engagement using CSG solutions. The company, which has been a CSG partner since 2018, employs CSG's voice and SMS messaging to send appointment reminders from 100,000 physicians across 15,000 practices. These HIPAA-compliant services help ensure patients receive the care they need and achieve better health outcomes.

But an all-digital system does not cover every patient – the company still needs to reach underserved and geriatric populations. The company also uses CSG's print capabilities, enabling physicians to send more than 13 types of physical campaigns to patients, from billing statements to birthday greetings to immunization reminders.

The company's partnership with CSG gives it every tool to engage diverse patient populations, helping medical practices stay productive in a rapidly changing world.

1.5B
INTERACTIONS PER YEAR

Reaching more than half of all U.S. households

>77M
DOCUMENTS PRINTED PER MONTH

Top 10 USPS First Class Mailer

>88B
IN TRANSACTIONS PROCESSED

Process 355 million annual credit card payments and 552 million ACH payments

ISO 27001:2013 CERTIFICATION Core competencies also encompass PCI DSS, NIST, HIPAA, GDPR and CCPA

CSG Healthcare Solutions

Journey Orchestration
Guide patients and members seamlessly through programs
- Deliver timely, personalized communications
- Eliminate repetitive or contradictory messaging
- Deepen and broaden engagement with wellness programs
- Integrate with existing technology and platforms

Customer Communications
Let patients, payers and providers connect anytime, anywhere, on any device
- End-to-end management of all communications channels
- Fully-integrated voice, SMS, email, social media and more
- Content design and presentation tools
- Ensure compliance and improve engagement

Conversational AI
Provide tomorrow's service experience, available now in 80+ languages
- Scalable, device-agnostic AI applications
- Leverages multi-intent understanding and contextual awareness
- Draws from organization's EHR, practice management and CRM databases

Experience Design
Turn everyday interactions into outstanding digital experiences
- Consulting and research services
- UX and UI design
- Online self-service portals

Payments
Enable providers, insurers, and device manufacturers to accept payments through any channel
- Credit card and ACH payments
- Online, in-person and mobile platforms
- Secure and compliant transactions experience

Field Service Management
Optimize technician productivity and proactively communicate
- Real-time traffic capabilities to arrive on time
- Optimized scheduling to reduce equipment downtime
- Consultative approach from integration to implementation and beyond

Connecting and engaging the healthcare ecosystem

CSG is a global leader in customer engagement solutions. We help improve patient care across the healthcare supply chain with offerings that include patient and provider communication, experience design and conversational AI-driven IVR. We empower our customers to stay agile in an ever-changing digital world where patients and providers demand transparency and efficiency.

CSG serves as a trusted partner to market leaders including providers, payers and companies in the technology, pharmaceutical and medical device industries. We help these leaders deploy personalized customer communications management solutions and an integrated omnichannel approach to all of their clients and patients.

Today more than ever, patients and providers expect the same high-tech, high-touch experiences that other industries deliver to them daily. We have helped companies deliver those seamless experiences for over 35 years, and we bring this expertise to our healthcare customers.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. We help our customers thrive in the most dynamic, challenging and complex market conditions imaginable.