



REDUCED CASE SUPPORT TIME BY 85%

PrudentRX's journey began with a mission to assist health plans in navigating the escalating costs associated with specialty medications. Their commitment to tailored member approaches and premium services reflects their dedication to meeting the unique needs of individuals dealing with complex or rare chronic conditions.

CHALLENGES:

As a rapidly expanding company, PrudentRX faced a surge in new prospective members within a short timeframe. The urgency to keep pace with growth led them to establish an outbound call center to meet contractual outbound obligations with customers.

The need to connect to partner payer organizations in real-time to increase the chances of connecting with a relevant member was critical to its success.

SOLUTION:

PrudentRX's exponential growth was not merely a result of strategic partnerships but also a testament to their proactive approach in adopting cutting-edge technology. Wise Wolves played a crucial role in aligning PrudentRX's technological infrastructure with their evolving needs, creating a scalable and efficient system that empowers the company to thrive in a rapidly changing healthcare landscape.



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