



Blue Cross Blue Shield member profiles are shifting towards a new demographic and seeking digital ways to pay, including in ER for real-time payments, and during occupational health and home care visits.

Invest in America's Health by offering secure and patient-friendly engagements across all channels and business units.

Eckoh sets the standard for secure interactions between consumers and the world's leading brands, building trust and delivering exceptional experiences.

CallGuard

The most effective, cost-efficient product for securing phone payments. CallGuard reduces fraud risk, protects your members' card data and helps your organization become PCI DSS compliant.

Securing the Voice Channel

CallGuard can protect self-service IVR and agent-assisted interactions with secure payments. Members simply enter their cardholder details using their telephone's keypad or utilizing Speech Recognition capabilities.

Secure Call Recording

Eckoh's cloud solution elevates call recording from being a routine necessity into a valuable driver for business transformation. Now you can quickly identify key moments in business-critical conversations — without having to listen to thousands of calls.

ChatGuard

Keeps the agent and customer connected throughout the process, while ensuring that sensitive data is never seen by agents, is never available on the agent desktop and is never stored in transcripts.

DataGuard

Protect your members by preventing their personal data from being seen, heard or stored by customer facing teams, systems or processes.

Digital Payments

Remove common barriers that occur when completing transactions. Offer members their preferred payment method and see the difference in speed, security and customer satisfaction.

We're aligned with Blue Cross Blue Shield's objectives

Eckoh is already working with top BCBS organizations. We work to enable payment security and compliance, supporting your objectives to:

- **Improve patient experience:** Reduce friction points in your members' journey, meet them in their channel of choice and make payments seamless and secure
- **Enhance organization security:** Achieve PCI DSS compliance across all business units
- **Reduce redundancy and failover:** Robust cloud telephony provided by our partner, Flowroute
- **Unify your organization:** Bring teams together with business unit and IT collaboration, and empower IT to consult on leading innovative technology

Let's work together to deliver **Eckoh** solutions that secure member engagements across all channels.



Want to learn more about Eckoh?

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