

ESC 2015 Service Metrics Improve

ESC Introduces New Client Service Center

2015 was another record year for new business with ESC implementing 594 new ACA compliant health plans for staffing companies across the country. 2015 was also a turbulent and challenging year for the entire insurance industry with evolving regulatory considerations, coupled with the introduction and administration of new ACA compliant plans. To meet the challenge of administering and servicing this remarkable growth, we have added a large number of technical, administrative, and client service personnel with the introduction of the New ESC Service Center.



594

New ESC ACA Compliant
Plans Implemented in 2015



99.1%

Of Claims Processed
Within 30 Days



1,946,563

Total EE Applications
Processed for ESC in 2015



99.5%

Financial Accuracy
on Claims Paid



550,570

ESC Service Calls
Received in 2015



100%

Of COBRA Applications
Processed Within 2 Days



97%

First Call Resolution Rate
for Enrolled Members



491,217

ESC Claims
Processed in 2015

Contact Your ESC Representative Today: [877.372.2203](tel:877.372.2203)