

LaborFirst's Healthcare Navigation and Advocacy

Industry-Leading and Backed by the Numbers

LaborFirst's healthcare navigation and Advocacy Services are our differentiator. Learn how our 2024 performance tracking backs our claims.

**160+
In-House
Advocates**

Based in the US

Knowledgeable Humans—Not Chatbots

All members receive a group phone number—toll free and local—and a dedicated Advocate team for real-time assistance. A member's incoming call is routed to the Advocate with case history first, and dedicated team second. Members and their Advocates come to know each other on a first-name basis. This personalized approach ensures continuity, builds trust, and forges strong relationships.

LaborFirst continues to invest in the human-to-human communication members want. All our Advocates are in-house and based in the United States.

Fast Access to a Dedicated Advocate Team

The average speed of answer from a live Advocate is 15 seconds, which is why we don't use call menus.

15 sec

Average Speed
to Answer

**54,072
hours**

On-Call Time

Not a Call Center

Unlike a call center, our Advocates are measured on call quality, not time to completion or daily-call quota. Advocates spend as much time as necessary to engage with members, see to their needs, reduce care gaps, and ensure satisfaction.

207,681

Inbound Calls
and

463,055

Outbound Calls

More than Double Outbound vs Inbound Calls Made

Whether it's calling providers, pharmacies, the Centers for Medicare and Medicaid Services (CMS), or the Social Security Administration (SSA), Advocates make twice as many outbound calls as inbound calls.

As part of our Gaps in Care program, Advocates also make outbound calls to members to increase awareness of the ancillary benefits and preventative care offered by their carrier. Promoting health and wellness initiatives can improve outcomes and lead to healthier and happier members.

A Stress-Free Healthcare Experience

Healthcare is complicated and difficult to navigate. Our Advocates act as guides who educate members on their health benefits and proactively resolve any issues on their behalf. In 2024, Advocates resolved over 400,000 member cases, providing a stress-free healthcare experience while reducing call volume and administrative workload for our clients.

Over 400k

Member Cases
Resolved in 2024

93

Member NPS
in 2024

World-Class NPS Benchmark

A Net Promoter Score (NPS) is a standard measure used to gauge customer satisfaction. The average NPS for the healthcare industry is around 34. Scores above 70 are considered world-class. Our 93 Member NPS in 2024 is staggering.

We are a two-time Gold Stevie® Award Winner for Front-Line Customer Service Team of the Year (2025 & 2024).



Connect with us to learn how our Advocacy Services can lead to improved outcomes and satisfaction, cost savings, and reduced administrative workload.

LaborFirst



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