

# 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 performance tracking backs our claims.

**180+**

In-House Service Professionals Based in the US

### Knowledgeable Humans—Not Chatbots

In an age when companies hire offshore or use chatbots, LaborFirst continues to invest in American workers and human-to-human communication. Our Service team members are all in-house, based in the United States, and extensively trained. Clients and members each receive group phone numbers—toll free and local—for real-time assistance from their dedicated teams.

### Fast Access to a Dedicated Advocate Team

A member's incoming call is routed to the Advocate with case history first, and dedicated Advocate 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.

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

**73,404 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.

209,449

Inbound Calls  
and

444,475

Outbound Calls

## More than Double Outbound Calls Made vs. Inbound Calls Received

In 2025, our Service team handled 653,924 total calls. More than half (444,475) were our team proactively making outbound calls on behalf of members and clients—contacting providers’ offices, insurance carriers, pharmacies, and government agencies—to resolve complex issues and coordinate care. We take ownership of any member issues or concerns, placing the workload of problem-solving onto our own shoulders to free up resources for our clients and give members the stress-free healthcare experience they deserve.

## Real-Time Support from Medicare Experts

High abandonment rates in the industry show how often people give up out of frustration before getting the support they need. When our retiree members call, they reach a knowledgeable Advocate—quickly. Our 1.09% abandonment rate, far below the 5–8% industry average, means members get the expert support they need, when they need it.

1.09%

Abandonment Rate

90+

Member NPS  
every month since  
May 2022

## 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 90+ Member NPS is staggering.

We are a three-time Stevie® Award  
Winner for Front-Line Customer Service  
Team of the Year (2026, 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

856.780.6218

sales@LaborFirst.com

LaborFirst

LaborFirst.com