

# Frequently Asked Questions

## Healthbot



### External

**Background:** Select members can now use the new healthbot to quickly find answers to common questions without having to wait for a live agent. This enhanced experience allows our members to choose their preferred method of communication—phone, chatbot, or live chat—and to switch seamlessly between customer care channels. If the member can't find the response they need or would prefer to speak with someone in real time, they can also request to be transferred to a live agent. As an added feature, all of their conversation history will be stored and can be accessed by our customer service representatives, reducing the need to constantly repeat their inquiry, and resulting in a more consistent experience across customer care channels.

### General Questions:

#### 1. What is the healthbot?

The healthbot is a chatbot—a computer program that provides the consumer with automated responses to common questions.

#### 2. When did the healthbot launch?

The healthbot launched to an exclusive group of members on June 1, 2023, replacing their current chat experience.

#### 3. How do members access the healthbot?

To access the healthbot, members should simply sign in to their secure member portal through [member.sentarahealthplans.com/account/sign-in](https://member.sentarahealthplans.com/account/sign-in) or the Sentara Health Plans mobile app and click on the chat icon in the bottom right corner of their screen.

#### 4. What questions can the healthbot help with?

The healthbot can help with a wide variety of topics—such as accessing member ID cards, viewing demographic information, and answering questions regarding benefits, claims, and coverage details.

## 5. How is the healthbot different than the current chat experience?

	Healthbot	Current Live Chat
<b>Hours</b>	The healthbot is available 24 hours per day, 7 days per week Includes holidays	A live agent is available Monday-Friday: 9 a.m. to 6 p.m. EST. Not available on major holidays
<b>Wait Time</b>	Members can use the healthbot to immediately find answers to common questions	Members must wait for a live agent to respond
<b>Forms of Communication</b>	Members can choose their preferred method of communication—phone, chatbot, or live chat—and switch seamlessly between customer care channels	Chat was the only form of communication
<b>Chat History</b>	All conversation history is stored and can be accessed by the customer service representatives, reducing the need to constantly repeat the inquiry	No conversation history was recorded

## 6. What benefits are associated with the healthbot?

- Easier to access customer service
  - Members can communicate by their channel(s) of choice and switch between channels at will
- Higher quality customer service
  - More consistent service experience across channels
  - Higher rate of task completion
  - Lower abrasion
- Increased consumer satisfaction

## 7. Who can members contact for help?

Members with questions should contact member services by calling the number listed on the back of their member ID card.