



Improving the Business of Healthcare Satisfaction

PRESS RELEASE

For Immediate Release

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The Myers Group Announces Expansion of Call Center Services - TMG Connect®

ATLANTA, GEORGIA - June, 2011 The Myers Group (TMG), a leader in survey research and healthcare solutions, has expanded their call center facility and enhanced their systems and capabilities to provide a variety of call center service solutions.

TMG Connect® provides cost-effective call center outsourcing options to help healthcare organizations manage customer relationships more profitably and efficiently. From new member welcome calls, health risk assessments, to outbound education and verification, TMG Connect can manage all aspects of your call center campaign.

With almost two decades of experience in the healthcare industry, TMG is dedicated to serving the evolving needs of their clients. A.C. Myers, CEO and Founder of The Myers Group states, "Our increased call center capacity and enhanced services allow us to provide additional support and solutions to healthcare organizations."

TMG Connect provides outbound and inbound dialing services, as well as Interactive Voice Response (IVR) campaigns. The 8,350 square-foot call center hosts up to 150 call stations and offers extended hours, experienced call center agents with bilingual capabilities, and sophisticated calling services. The company's HIPAA-compliant call center ensures that agents adhere to patient confidentiality and industry regulations.

To learn more about call center solutions with TMG Connect, contact Steve Brightwell at 770-978-3173 Ext. 1353 or visit www.tmgconnect.net.

About The Myers Group

The Myers Group is an NCQA-Certified HOS and CAHPS® survey vendor, and a CMS-Approved Medicare CAHPS survey vendor. The company has been a leader in healthcare survey research and survey design since 1993, employing traditional methodologies as well as innovative technologies in data collection, analysis, and reporting. The company also provides healthcare resource services such as customer service call center support services, after-hours support, and extended patient/member outreach. For additional information about The Myers Group, please contact Mirna Cesar at 770-978-3173 x 1314. www.themyersgroup.net