



PEOPLESARE LICENSED AGENTS

How PeopleShare helps the largest national healthcare provider meet their enrollment and revenue goals.

KEY RESULTS

Year after year, for more than a decade, PeopleShare has delivered between 600 to 1,000 licensed agents to manage this client's AEP. In fact, they trust our quality so much that they've given us full hiring capability! And their retention rates for our agents are 32% higher than already-licensed agents from the market.

FULLY STAFFED CALL CENTERS EXCEED ENROLLMENT AND REVENUE GOALS

- 92% of PeopleShare agents obtain reciprocal license in other states
- 70% pass the state exam on their first try (that's 30% above average in some states!)
- 100% pass our rigorous 5-step process before they qualify for placement

Our clients retain 32% more of their PeopleShare-created agents than already-licensed agents from the field.

Our client, the largest healthcare provider in the United States, provides health care delivery and pharmacy care services to 127 million individuals. During the Annual Enrollment Period (AEP), they need up to 1,000 agents to staff their specialty call centers in various locations across the country. The company had been using multiple staffing agencies to fill these positions.

THE CHALLENGE

Finding and Keeping quality licensed agents

With severe labor shortages and intense competition from other employers, the company needed a trusted staffing partner to help them find and retain licensed agents. Difficult hiring, high turnover and rising pay rates were becoming a threat to their enrollment numbers and ultimately their company revenue.

THE SOLUTION

PeopleShare manages the entire hiring and licensing process

The company turned to PeopleShare to manage their licensed agent staffing. Using our unique 5-Step Process, we recruit, train, certify, and prepare agents specifically for their needs. We manage the whole process - from reviewing resumes and interviewing candidates, through pre-license education and onboarding. The client saves valuable time, and their agents are ready to hit the ground running from day one.

