

HARRISBURG, Pa., July 1, 2013 /PRNewswire/ -- United Concordia's Government Business Call Center has earned one of the most prestigious awards in the customer service and support industry – Center of Excellence certification – from BenchmarkPortal.

"This recognition, added to the two we've already received from BenchmarkPortal, is another example of United Concordia's commitment to putting the needs of our consumers first – from members to employers to government clients," said Jon Seltenheim, senior vice president, Business & Government Strategy. "This certification recognizes that our government business call center performs in the top 10 of call centers when compared with industry peers."

Last year, United Concordia's commercial customer call center earned Center of Excellence certification, which is based on best practice metrics drawn from the world's largest database of objective and quantitative data. Call centers that earn this recognition from BenchmarkPortal are compared against a balanced scorecard of metrics for efficiency and effectiveness, which was founded at Purdue University. They must demonstrate superior performance on both cost-related and quality-related metrics.

The nation's sixth largest dental insurer also recently won first place, medium-size center category, in BenchmarkPortal "Top 100 Call Center" Competition. Judged against an international roster of comparable centers, United Concordia won the award with superior performance on cost, quality and by meeting or exceeding key call center indicators, including average speed of answer, calls per agent per hour and caller satisfaction.

Bruce Belfiore, CEO and senior research executive of BenchmarkPortal said, "A call center that seeks and achieves the Center of Excellence certification demonstrates a noteworthy commitment to service excellence. The obvious beneficiaries of this commitment are the centers customers and employees."

About United Concordia

United Concordia is a leading national dental carrier and delivers high-quality, cost-effective dental programs. Headquartered in Harrisburg, Pa., the company has more than six million members, a network of more than 98,700 unique dentists at over 237,900 access points nationwide, a n AM Best A- (Excellent) rating and is licensed in all 50 states, D.C. and Puerto Rico. United Concordia has a companywide dedication and commitment to superior customer service, which is evident in the design, implementation, administration and servicing of its dental benefits programs. For more information about United Concordia products, visit www.UnitedConcordia.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing benchmarking, certification, training, consulting and industry reports. The company's team of professionals has gained international recognition for its expertise and innovative approach to best practices, and hosts the world's largest database of call center metrics. www.BenchmarkPortal.com

SOURCE United Concordia Dental

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