FMCC
FARMAR CALL CENTERS

Staffing Solutions

Outsource your growth, protect your brand, and scale with confidence

farmarcallcenters.com

Why
FMCC Nearshore

Growing medical, dental, and legal practices often hit a wall when they try to scale in house. Phones ring, teams are stretched, and compliance risk rises. FMCC gives you bilingual nearshore coverage from Mexico and India, integrated with your systems, so every call and message is answered and every lead is captured. Clients typically save forty to sixty percent versus U.S. staffing while improving conversion and patient or client experience.

Compliance is built into the operating model. We support HIPAA and Business Associate Agreements for medical clients, PCI DSS for payments, GLBA for financial and collections work, and SOC 2 aligned controls. We use recorded calls with redaction where required, encryption in transit and at rest, role based access, and documented SOPs with QA scorecards. You get transparent reporting on call volumes, abandonment, conversions, show rates, and customer sentiment.

Coverage can run twenty four hours a day, seven days a week, three hundred sixty five days a year across voice, chat, SMS, and email in English and Spanish.
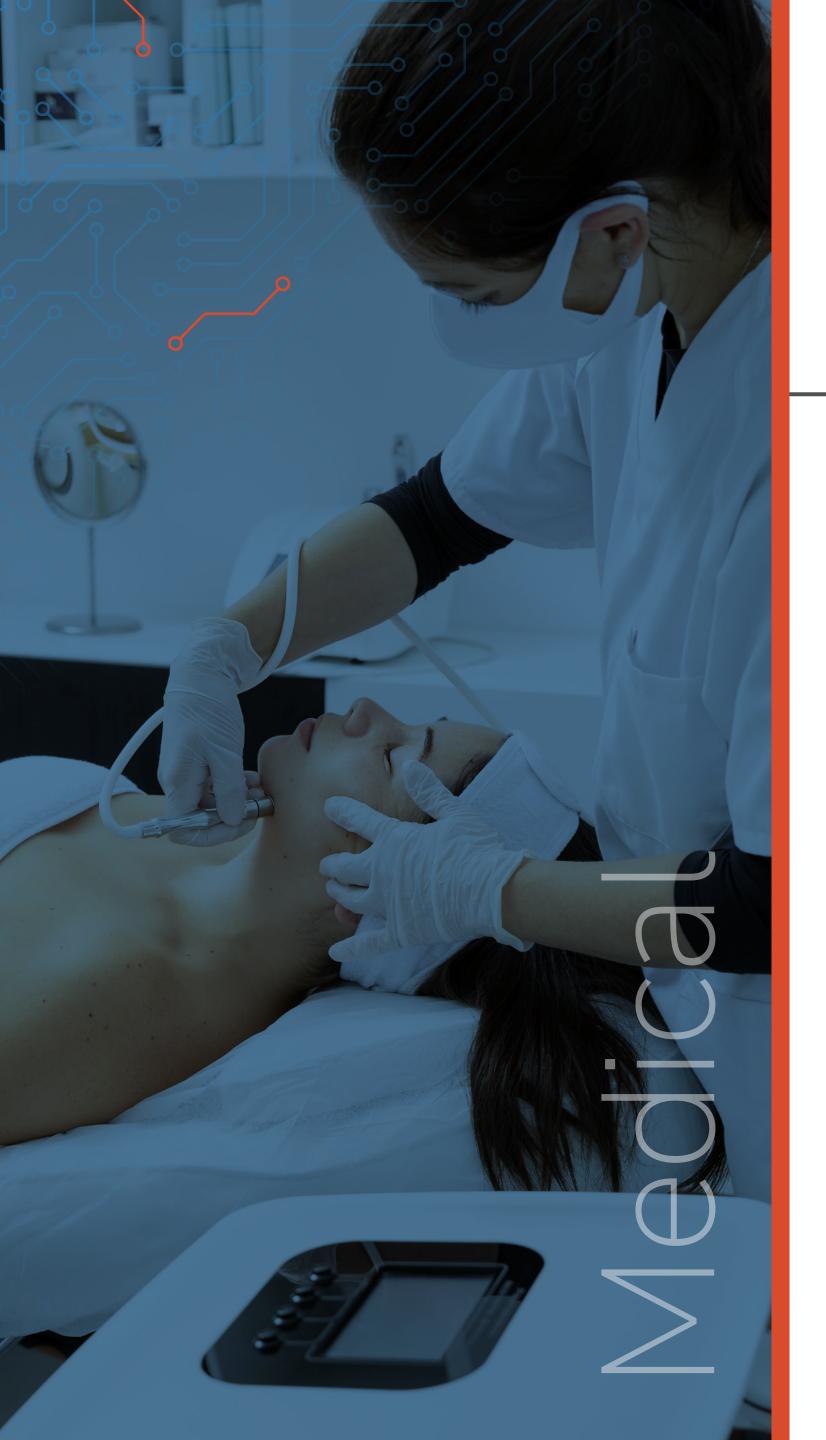
Medical and Dental
Staffing Solutions
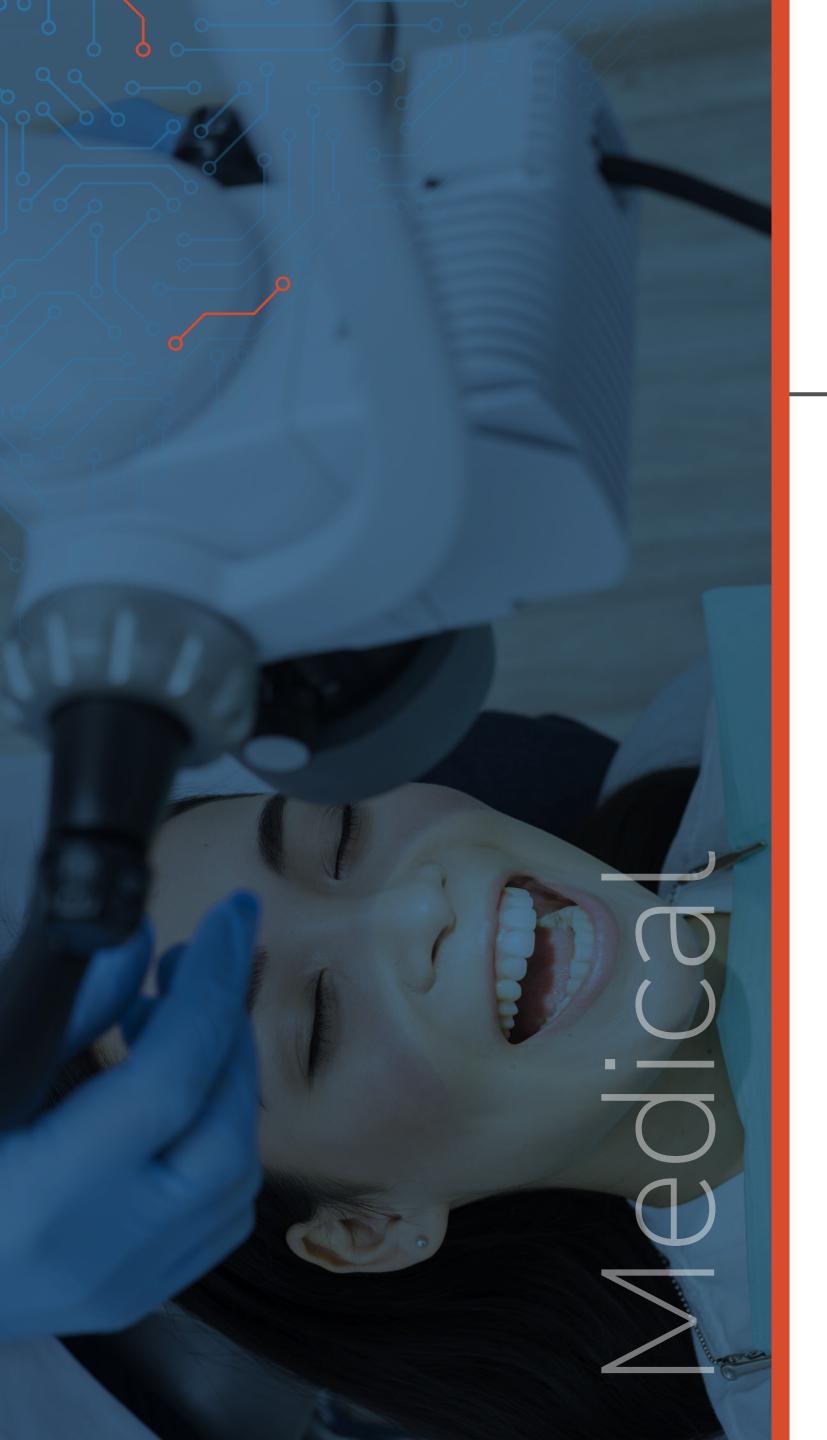
EMCC
FARMAR CALL CENTERS

What we handle:

◦ **Scheduling and intake.** Confirm consultations, manage multi provider calendars, triage urgent referrals, and move patients through care without friction.

◦ **Insurance and eligibility.** Verify benefits, obtain pre authorizations, and explain out of pocket costs with tact and clarity.

◦ **Pre and post procedure support.** Non clinical education, reminders, lab coordination, follow ups, review requests, and reactivation campaigns.

◦ **Platform integration.** Work directly in your EMR and practice management systems including ModMed, Athenahealth, Epic, Dentrix, Eaglesoft, and Mindbody.

◦ **Bilingual coverage and extended hours.** Evenings and weekends so no prospective patient is lost to voicemail.

◦ **Compliance and reporting.** HIPAA with BAAs, PCI for payments, QA monitoring, scorecards, and clear KPIs you can coach to.

Case Study:
Med Spa

A busy med spa was losing bookings as front desk teams juggled walk ins, phones, and membership tasks. FMCC supplied bilingual agents trained on elective procedure intake. We confirmed consultations, guided digital intake, and scheduled follow ups in the client platform. After treatments we placed check ins and offered seasonal packages. Result. A meaningful reduction in no shows, stronger membership renewals, and staff free to focus on service.

Multi Clinic Dental Group

A regional dental group struggled with inconsistent intake and heavy admin load. FMCC standardized scripts across locations, verified insurance in advance, and coordinated treatment plan reminders in Dentrix and Eaglesoft. After hours coverage ensured urgent calls were triaged. Result. Smoother schedules, fewer delays, and doctors spending more time chairside.

Medical

Legal
Staffing Solutions

What we handle:

◦ **Lead capture and intake.** Twenty four seven intake so no lead is missed. Agents capture case details quickly and empathetically.

◦ **Collections and payment plans.** FDCPA trained agents handle inbound and outbound calls, explain settlement options, set up plans within your parameters, and document every interaction. Payments are handled under PCI controls.

◦ **Skip tracing and escalations.** Use client approved databases and promptly refer disputes or attorney only matters.

◦ **Eviction and case management.** For unlawful detainer work we capture landlord and property manager details, calendar hearings, file documents, and track statutory deadlines.

◦ **Compliance and reporting.** Real time dashboards for promises to pay, kept payment rates, QA scores, and compliance flags. Bilingual coverage reduces misunderstandings.

Case Study:
Collection Law Firm

A mid sized collections firm faced rising volumes and compliance risk. FMCC deployed FDCPA trained, bilingual agents with PCI compliant payment handling. Agents negotiated settlements, set plans, and maintained defensible audit trails. Result. Higher recovery with lower compliance exposure and attorneys focused on high value work.

Case Study:
Eviction Practice

An eviction firm struggled with heavy volume and strict timelines. FMCC agents captured case data, filed documents through the firm system, and tracked deadlines with alerts. Result. Missed deadlines fell toward zero and the firm processed more cases without adding headcount.

AI
Enabled Solutions

AI augments FMCC teams, giving you faster responses, consistent quality, and better analytics without adding headcount.

FMCC AI Assistant

- Acts as a virtual front line representative across voice, chat, SMS, and email in English and Spanish.
- Follows your playbooks to provide information, collect intake data, and schedule appointments.
- Integrates with CRMs, EMRs, and case management platforms to look up records and book consults in real time.
- Delivers natural conversations with full transcripts and analytics so you can track conversions and coach teams.
- Reduces response times and missed opportunities at a fraction of the cost of staffing.

FMCC Quality Assurance AI

- Scores one hundred percent of calls, chats, and emails for quality and compliance.
- Detects missing disclosures, risky language, and deviations from scripts with real time alerts.
- Tracks empathy, adherence, sentiment, and outcomes on dashboards and provides transcripts with actionable coaching notes.
- Automatically flags FDCPA, HIPAA, and PCI related issues for quick remediation.

FMCC Web Chat

- Provides instant, twenty four seven chat trained on your knowledge base and brand voice.
- Answers questions, collects intake, schedules appointments, and escalates to humans when needed.
- Integrates with CRM and case management to personalize responses and update records.
- Boosts web conversion and reduces simple inbound calls while improving after hours experience.

Case Study:
AI Enabled Intake

A fast-growing personal injury firm could not scale intake quickly enough. Prospective clients waited on hold and some abandoned. FMCC deployed the AI Assistant for first touch. The AI collected intake details, scheduled consultations, and routed complex issues to humans. Every interaction was transcribed and analyzed for sentiment and compliance. Result. Faster response, higher lead capture, and attorneys received complete files before first meetings.

How To Know If
FMCC Is Right For You

1. You have bottlenecks in scheduling, eligibility, billing follow ups, or client intake that distract from core work.

2. You need bilingual coverage, after hours support, or AI enabled twenty-four seven response across channels.

3. You want clear KPIs such as lower abandonment, faster handling, higher recovery, and better show rates.

4. You plan to expand or launch new locations. Our nearshore sites in Mexico and India scale quickly.

5. You value a partner with domain training and a proven track record with groups ranging from twenty to over two hundred locations.

FMCC
FARMAR CALL CENTERS

Conclusion

FMCC is more than an answering service. We are a nearshore staffing and AI partner that knows your industry, your software, and your compliance requirements. Whether you are a med spa operator, a dental or medical group, or a managing partner at a law firm, our blend of human talent and advanced AI will help you grow faster and smarter.

farmarcallcenters.com