OFFICE OF THE GOVERNOR

**Gov. Beshear Announces kynect Call Center Seeking Candidates for 100 New Jobs**

***Xerox seeking applicants to staff Health Benefit Exchange customer service operation***

**FRANKFORT, Ky.** **(July 9, 2013)** – Governor Steve Beshear announced today that Xerox is seeking candidates to fill 100 new jobs that will support a Kentucky-based call center for individuals seeking health insurance information through kynect, Kentucky’s Healthcare Connection.

“Open enrollment for kynect is just around the corner, and many Kentuckians will have questions about the national healthcare law,” said Gov. Beshear. “We need experienced customer service representatives who can provide assistance and guidance to individuals seeking information or purchasing health insurance through kynect.”

Xerox is seeking 100 customer-care employees who will offer assistance via a toll-free number in English and Spanish and will have live call-monitoring, real-time reporting, and integrated interaction with customers, including email and chat options. The call center will be operational Aug. 15, 2013.

Interested applicants can apply with Xerox by calling 859-389-4608, visiting Xerox’s office located at 2432 Fortune Drive in Lexington, or online at [www.xerox.com/careers](http://www.xerox.com/careers). Federal funding from the Affordable Care Act (ACA) will support the startup, staffing and training of the call center through 2014.

Xerox currently operates contact centers around the nation and is implementing call centers for one other state-based health benefit exchange. Contracting with Xerox to operate the call center will save the Commonwealth more than $1 million each year compared with the estimated cost to the Commonwealth to staff and operate the call center.

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