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### Overview

- HUBZone Certified
- Certified Woman Owned Small Business Enterprise (WOSBE)
- DCAA Compliant Accounting System
- NAICS CODES: 512191, 519190, 522320, 522390, 524114, 524292, 541513, 541519, 541611, 541612, 541618, 541690, 541910, 541990, 561311, 561312, 561410, 561421, 561422, 561439, 561440, 561499, 611710, 621498, 621610, 621999, 623990, 624190

### GSA Schedule

#### Multiple Award Schedule (MAS)

Contract No. 47QTCA21D001A

- Special Item No. 561422 - Automated Contact Center Solutions (ACCS)
- Special Item No. 54151S - Information Technology (IT) Professional Services

### Contact Information

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- **HUBZone Certified, Woman Owned Small Business** specializing in multichannel contact center services, healthcare enrollment, and supportive care navigation
- **16 years** providing consultative, compassionate, and often complex interactions supporting beneficiaries, employees and citizens in healthcare and government services
- **Flexible Solutions** delivered from Pearl facility, client site, through a secure virtual “at home” network, or blended approach
- **Proven Rapid Ramp-up** supporting seasonal, short term, emergency, and surge requirements
- **Repeatedly Recognized** for consistently exceeding performance expectations
- Hire and train staff to create a **Personal Emotional Connection** (PEC) with callers
- **Social Mission** - hiring preference for veterans, disabled veterans, military spouses, persons with disabilities and individuals living in geographically challenged areas
- **Supportive Care Navigators** help with non-clinical needs such as appointment scheduling, transportation, home care visits, housekeeping, and food delivery
- **PearlWorks** Contact Center Workforce Development providing job creation in challenged areas, employing teams of qualified Customer Service Representatives:
  - ✓ Filling open, sometime hard-to-fill positions
  - ✓ Reducing overall cost of operations
  - ✓ Increasing profitability on existing contracts
  - ✓ Improving “Price to Win” on new business pursuits
- We have a Pipeline of pre-vetted virtual Customer Service Representatives and Supervisors that are “job ready”



**Centers for Medicare & Medicaid Services (CMS):** Eight years providing detailed information and assistance with the Affordable Care Act health insurance options and enrollment process, ramping-up from steady-state to over 400 agents for the annual Open Enrollment period. Pearl received **Supplier of the Year Award** from the prime contractor for outstanding performance on this program.



**Internal Revenue Service:** Provided 450 Virtual Customer Service Representatives and Supervisors supporting the IRS Live Agent Call Center Support Program. Pearl provided Customer Service Representatives to respond to general inquiries regarding the Economic Impact Payment (EIP) and Coronavirus Aid Relief & Economic Security (CARES) Act related inquiries.



**U.S. Census Bureau:** 800 agents and 100 program management and contract support personnel serving the 2020 Census. Pearl provided multilingual inbound Customer Service Representatives, management, training, Work Force Management, reporting, and adherence to Service Level Agreements (SLAs) in support of the Census Questionnaire Assistance Program.



**Vermont Department of Labor:** Providing over 100 Virtual Customer Service Representatives, Supervisors, and Quality Assurance personnel in support of the Vermont Department of Labor Unemployment Insurance Assistance Services in response to the COVID-19 pandemic. Pearl's representatives assist callers with entering new unemployment insurance claims and answering questions related to existing claims.



**Department of Education Debt Management Collection System (DMCS):** Providing Financial Processors and Administrative Clerks to perform bookkeeping, data reviews, document searches, interpreting, selecting, or coding items to be entered from a variety of document sources.



**Office of Personnel Management, Federal Annuitant Health Benefits Open Season -** Providing Virtual Customer Service Representatives and Supervisors supporting the OPM Federal Health Benefits Open Season. Customer Service Representatives respond to requests for information and assist beneficiaries with annuitant processing of enrollment changes during the open enrollment.



**State of Pennsylvania Center for Medicaid Services:** Provided a Virtual Contact Center in support of Medicaid enrollment for Pennsylvania's population of aged and people with disabilities. Services included outbound call assistance, case file review, assessment of needs of care, provider referrals, and care coordination. A requirement of the contract was that Pearl deliver a workforce of Customer Service Representatives from their niche workforce of people with disabilities.



**ArchCare of New York Care Navigator Center:** Provided a bilingual Virtual Contact Center supporting the aging and frail populations of New York City. Assisted callers with information and referrals to providers of social determinants of care within the ArchCare system and other health care providers and systems within the five Boroughs. This contract mandated geo-mapping the workforce to Staten Island and the Bronx - two of the strongest concentrations with frail and elderly populations needing care navigation services.



**Pearl Supportive Care Navigators:** One-year pilot program provided supportive care navigation for 500 patients with chronic conditions, allowing them to remain safely in their homes. Supportive Care Navigators helped with non-clinical needs such as appointment scheduling and arrangements for transportation, home care visits, housekeeping, and food delivery. Pearl's support provided improved access to care and patient satisfaction.



**PfizerWorks Administrative Services** – Provided a niche workforce of disabled veterans to support a variety of virtual administrative assistant functions to Pfizer Pharmaceutical Corporation. Services included: appointment setting, recruiting support, financial spreadsheets, SharePoint, PowerPoint, transcription, travel, expense reports and event planning functions.



**National Association of Social Workers (NASW) Assurance Services:** Provided Call Center agents to establish an Employee Assistance Program Network. Pearl conducted outbound calls to recruit master's level clinical social workers, providing them with information regarding the benefits of registering as a Panel Member in the Employee Assistance Program (EAP) Network. Once confirmed, agents verified credentials and assisted callers with the online application process and program enrollment. Pearl agents successfully enrolled over 5,000 licensed clinical social workers in 42 states.