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Overview

- HUBZone Certified
- Certified Woman Owned Small Business Enterprise (WOSBE)
- DCAA Compliant Accounting System
- NAICS CODES: 512191, 517911, 519190, 522320, 522390, 524114, 524292, 541330, 541512, 541513, 541519, 541611, 541612, 541618, 541690, 541910, 541990, 561311, 561312, 561320, 561410, 561421, 561422, 561439, 561440, 561499, 611710, 621111, 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, claims management, scheduling and referrals; care navigation and counseling; and federal financial services
- **17 years** providing consultative, compassionate, and often complex interactions supporting beneficiaries, employees and citizens in healthcare and government services
- **Managing 3 Million calls per year**
- **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 economically challenged areas
- **Supportive Care Navigators** help with non-clinical needs such as appointment scheduling, transportation, home care visits, housekeeping, and food delivery
- **Strategic Vendor Partner** for Contact Center Operations, providing highly qualified staff to support Prime contractors:
 - ✓ Proactive recruitment of CSRs and Supervisors
 - ✓ Skillfully selected, vetted, and trained in contact center operations, customer service, and soft-skills
 - ✓ Filling open, sometimes hard-to-fill positions
 - ✓ Leveraging favorably priced labor markets and Federal, State and Local workforce development incentives
 - ✓ Reducing overall cost of operations
 - ✓ Increasing profitability on existing contracts
 - ✓ Improving “Price to Win” on new business pursuits

Program	Services	Virtual	In-Facility
California Department of Public Health (CDPH) COVID-19 Testing and Vaccinations Support	Contact Center, Appointment Scheduling	■	
Centers for Medicare & Medicaid Services (CMS) Contact Center Operations	Contact Center, Enrollment Support	■	■
Centers for Medicare & Medicaid Services (CMS) Medicare-Fee-for-Service Provider Customer Contact Center	Contact Center, Provider Support	■	
Defense Health Agency (DHA) TRICARE® Overseas Program	Contact Center, Enrollment Support	■	
Defense Health Agency (DHA) TRICARE® Managed Care Support Services	Contact Center, Eligibility and Benefits, Patient Referrals and Authorization Services	■	
Department of Defense (DoD) Military Family Life Counseling	Family Life Counseling Services	■	■
Department of Defense (DoD) Behavioral Health Counseling	Mental Health Counseling Services	■	
Department of Education (ED) Debt Management and Collections System	Financial and Administrative Services		■
Department of Education (ED) NextGen Business Process Operations	Contact Center, Financial and Debt Services		■
Department of Education (ED) Federal Loan Servicing	Contact Center, Financial and Debt Services		■
Federal Emergency Management Agency (FEMA) COVID-19 Funeral Assistance	Contact Center, Claims and Benefits Services	■	
Federal Emergency Management Agency (FEMA) Outsourced Contact Center Support	Contact Center, Claims and Financial Services	■	■
Health Resources and Services Administration (HRSA) Provider Support Service Center	Contact Center, Claims Management, Advanced Technical Support	■	
Health Resources and Services Administration (HRSA) National Vaccine Injury Compensation Programs Hotline	Contact Center, Information Support	■	
Office of Personnel Management (OPM) Health Benefits Open Season Services	Contact Center, Enrollment Support	■	
Social Security Administration (SSA) Ticket Program Manager	Contact Center, Claims and Benefits Services	■	
Veterans Health Administration (VHA) Community Care Network	Contact Center, Patient Scheduling and Referrals	■	
Veterans Benefits Administration (VBA) Medical Disability Examinations	Contact Center, Disability Benefit Services	■	
U.S. Census Bureau (USCB) 2020 Census Questionnaire Assistance Program	Contact Center, Questionnaire Assistance		■
ArchCare of New York (ArchCare) Care Navigator Center	Care Navigation, Benefit Services for Aged and Disabled Population	■	
Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Info	Contact Center, Information Support	■	
Internal Revenue Service (IRS) COVID-19 Live Agent	Contact Center, Financial Services	■	
National Association of Social Workers (NASW) Assurance Services	Outreach and Enrollment Services	■	
Pennsylvania Center for Medicaid Services Independent Enrollment Broker	Contact Center, Enrollment Services	■	
Pearl Interactive Network Supportive Care Navigator	Care Navigation for Patients with Multiple Chronic Health Conditions	■	
PfizerWorks Administrative Services	Disabled Virtual Staff Providing Administrative Services	■	