



- **Specializing in multichannel contact center services;** healthcare enrollment, claims management, scheduling and referrals, nurses, care navigation and counseling; financial services; and IT help desk support
- **Supportive Care Navigators** help with non-clinical needs for patients in-facility and at home including: pre and post admission and discharge directives, appointment scheduling, transportation, home care visits, housekeeping, medical devices, prescriptions and food delivery
- **Social Mission** hiring preference for individuals living in economically challenged areas, persons with disabilities, military spouses, and Veterans
- **Commitment to Diversity and Inclusion** 83% of our employees are Women, over 47% of our employees are Minorities
- **18 years** providing consultative, compassionate, and often complex interactions supporting beneficiaries, employees and citizens in healthcare and government services
- **Flexible Solutions** delivered from a secure virtual “at home” network, or client site
- **Proven Rapid Ramp-up** supporting seasonal, short term, emergency, and surge requirements
- **Repeatedly Recognized** by clients and partners for exceeding performance expectations
- Hire and train staff to create a **Personal Emotional Connection** (PEC) with callers
- **Pearl University** proprietary approach to Career Coaching and Training
- **Strategic Vendor Partner** providing highly qualified staff to support clients and BPOs:
  - ✓ Proactive recruitment skillfully selected, vetted, and trained
  - ✓ Filling open, sometimes hard-to-fill positions
  - ✓ Leveraging favorably priced labor markets
  - ✓ Reducing overall cost of operations
  - ✓ Increasing profitability on existing contracts

## Contact Information

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# Client Engagements

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