



- **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** 82% of our employees are Women, over 42% 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><br>Contact Center Operations                                 | Contact Center, Enrollment Support  |
| <b>Veterans Health Administration (VHA)</b><br>Community Care Network  | Contact Center, Patient Scheduling and Referrals                              |
| <b>Veterans Health Administration (VHA)</b><br>Clinical Contact Center   | Contact Center, Patient Scheduling and Referrals, and Nurse Triage            |
| <b>Defense Health Agency (DHA)</b><br>TRICARE® Managed Care Support Services   | Contact Center, Eligibility and Benefits, Patient Referrals and Authorization |
| <b>Health Resources and Services Administration (HRSA)</b><br>National Vaccine Injury Compensation Programs Hotline    | Contact Center, Information Support   |
| <b>Office of Personnel Management (OPM)</b><br>Health Benefits Open Season Services                                    | Contact Center, Enrollment Support  |
| <b>California Department of Public Health (CDPH)</b><br>COVID-19 Testing and Vaccinations Support                      | Contact Center, Appointment Scheduling  |
| <b>Centers for Disease Control and Prevention (CDC)</b><br>COVID-19 Vaccination Information                            | Contact Center, Information Support   |
| <b>Pearl Interactive Network</b><br>Supportive Care Navigator  | Care Navigation for Patients with Multiple Chronic Health Conditions          |
| <b>Pennsylvania Center for Medicaid Services</b><br>Independent Enrollment Broker                                      | Contact Center, Enrollment Services   |
| <b>ArchCare of New York</b><br>Care Navigator Center   | Care Navigation, Benefits Services for Aged and Disabled Population           |
| Healthcare Provider Services   |   |
| <b>Centers for Medicare &amp; Medicaid Services (CMS)</b><br>Medicare-Fee-for-Service Provider Customer Contact Center | Contact Center, Provider Support  |
| <b>Health Resources and Services Administration (HRSA)</b><br>Provider Support Service Center                          | Contact Center, Claims Management, Advanced Technical Support                 |
| <b>National Association of Social Workers (NASW)</b><br>Assurance Services   | Outreach and Enrollment Services  |
| <b>PfizerWorks</b><br>Administrative Services  | Disabled Virtual Administrative Staff Services                                |
| Counseling & Disability Services   |   |
| <b>Department of Defense (DoD)</b><br>Military Family Life Counseling  | Family Life Counseling Services   |
| <b>Department of Defense (DoD)</b><br>Behavioral Health Counseling   | Mental Health Counseling Services   |
| <b>Social Security Administration (SSA)</b><br>Ticket Program Manager  | Contact Center, Disability Benefits Services                                  |
| <b>Veterans Benefits Administration (VBA)</b><br>Medical Disability Examinations                                       | Contact Center, Disability Benefits Services                                  |
| Financial, IT, Administrative, and Emergency Relief Services   |   |
| <b>Department of Education (ED)</b><br>NextGen Business Process Operations; Loan Servicing                             | Contact Center, Administrative, Financial and Debt Services                   |
| <b>Internal Revenue Service (IRS)</b><br>COVID-19 Live Agent   | Contact Center, Financial Services  |
| <b>Department of Commerce, Bureau of the Census</b><br>2020 Census Questionnaire Assistance Program                    | Contact Center, Questionnaire Assistance                                      |
| <b>Department of Veterans Affairs (VA)</b><br>Enterprise Service Desk (ESD) Managed Services                           | Contact Center, IT Help Desk Support  |
| <b>Federal Emergency Management Agency (FEMA)</b><br>Emergency Contact Centers; COVID-19 Funeral Assistance            | Contact Center, Administrative, Claims, Benefits and Financial Services       |