



- **Specializing in multichannel contact center services;** healthcare enrollment, claims management, scheduling and referrals, nurses, care navigation and counseling; financial services; administrative 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 – 66% of Pearl employees fall within these categories with 13% persons with disabilities
- **Commitment to Diversity and Inclusion** 78% of our employees are Women, over 33% 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 or partner site 34% of Pearl’s current employees are virtual
- **Proven Ramp-up** supporting rapid start-up and seasonal 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** supporting clients and BPOs:
 - ✓ Proven, high performing subcontractor
 - ✓ Staff are skillfully selected, vetted, and trained
 - ✓ Leveraging favorably priced labor markets
 - ✓ Reducing overall cost of operations
 - ✓ Increasing profitability on existing contracts

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Client Engagements

Healthcare Beneficiary Services	
Centers for Medicare & Medicaid Services (CMS) Contact Center Operations	Contact Center, Enrollment Support
Veterans Health Administration (VHA) Community Care Network	Contact Center, Patient Scheduling and Referrals
Veterans Health Administration (VHA) Clinical Contact Center	Contact Center, Patient Scheduling and Referrals, and Nurse Triage
Defense Health Agency (DHA) TRICARE® Managed Care Support Services	Contact Center, Eligibility and Benefits, Patient Referrals and Authorization
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
California Department of Public Health (CDPH) COVID-19 Testing and Vaccinations Support	Contact Center, Appointment Scheduling
Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Information	Contact Center, Information Support
Pearl Interactive Network Supportive Care Navigator	Care Navigation for Patients with Multiple Chronic Health Conditions
Healthcare Provider Services	
Centers for Medicare & Medicaid Services (CMS) Medicare-Fee-for-Service Provider Customer Contact Center	Contact Center, Provider Support
Health Resources and Services Administration (HRSA) Provider Support Service Center	Contact Center, Claims Management, Advanced Technical Support
Counseling & Disability Services	
Department of Defense (DoD) Military Family Life Counseling	Family Life Counseling Services
Department of Defense (DoD) Behavioral Health Counseling	Mental Health Counseling Services
Social Security Administration (SSA) Ticket Program Manager	Contact Center, Disability Benefits Services
Veterans Benefits Administration (VBA) Medical Disability Examinations	Contact Center, Disability Benefits Services
Financial, IT, Administrative, and Emergency Relief Services	
Department of Education (ED) NextGen Business Process Operations	Contact Center, Administrative, Financial and Debt Services
Department of Education (ED) Loan Servicing	Contact Center, Administrative, Financial and Debt Services
Federal Financial Organization Support Services	Contact Center, Administrative, and Financial Services
Internal Revenue Service (IRS) COVID-19 Live Agent	Contact Center, Financial Services
Department of Veterans Affairs (VA) Enterprise Service Desk (ESD) Managed Services	Contact Center, IT Help Desk Support
Department of Commerce, Bureau of the Census 2020 Census Questionnaire Assistance Program	Contact Center, Administrative, Questionnaire Assistance
Federal Emergency Management Agency (FEMA) COVID-19 Funeral Assistance	Contact Center, Administrative, Claims, Benefits, Financial, and Document Validation Services
Federal Emergency Management Agency (FEMA) Emergency Contact Centers	Contact Center, Administrative, Claims, and Benefits