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## Overview

- UEI: FQKFHNVVTBN3
- CAGE: 56HH0
- HUBZone Certified
- Certified Woman Owned Small Business Enterprise (WOSBE)
- DCAA Compliant Accounting System
- NAICS CODES: 512191, 517122, 522320, 522390, 524114, 524292, 525110, 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, 624230

## GSA Schedule

### Multiple Award Schedule (MAS)

Contract No. 47QTC A21D001A

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

## Contact Information

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### Merry Korn

Chief Executive Officer  
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- **HUBZone Certified, Woman Owned Small Business** 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
- **Social Mission** hiring preference for individuals living in economically challenged areas, persons with disabilities, military spouses, and Veterans
- **Commitment to Diversity and Inclusion** 79% of our employees are Women, over 39% of our employees are Minorities
- **19 years** providing consultative, compassionate, and often complex interactions supporting beneficiaries, employees and citizens in healthcare and government services
- **Managing 2 Million** contacts per year (inbound/outbound calls, chats, emails, counseling sessions)
- **Flexible Solutions** delivered from a secure virtual "at home" network or client site. 47% of Pearl employees are virtual.
- **Proven Rapid Ramp-up** supporting rapid start up and surge
- **Repeatedly Recognized** for consistently exceeding performance expectations
- Hire and train staff to create a **Personal Emotional Connection** with callers
- **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
- **Strategic Vendor Partner** supporting prime contractors:
  - ✓ Pearl's staff are skillfully selected, vetted, and trained
  - ✓ Leveraging favorably priced labor markets
  - ✓ Reducing overall cost of operations
  - ✓ Increasing profitability on existing contracts
  - ✓ Improving "Price to Win" on new business pursuits

# Corporate Experience

Healthcare Beneficiary Services	
<b>Centers for Medicare &amp; Medicaid Services (CMS)</b> Medicare & Medicaid Contact Center Operations	Contact Center, Enrollment Support, Durable Medical Equipment 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>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
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
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, Claims and Benefits Services
<b>Veterans Benefits Administration (VBA)</b> Medical Disability Examinations	Contact Center, Disability Benefits Services
Government 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