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Overview

- UEI: FQKFHNVTBN3
- CAGE: 56HH0
- 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. 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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- 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** 82% of our employees are Women, over 48% 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 more than 3.7 Million** contacts per year (inbound/outbound calls, chats, emails, counseling sessions)
- **Flexible Solutions** delivered from a secure virtual “at home” network or client site. 55% 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

Centers for Medicare & Medicaid Services (CMS) Contact Center Operations - CSRs assist callers with requests for information, online application assistance, and durable medical equipment eligibility. Average call volume is over 3 million per year.

Veterans Health Administration (VHA) Community Care Network - Virtual CSRs provide scheduling of essential medical and dental services, with the Veterans availability. Average call volume is more than 150,000 per year.

Veterans Health Administration (VHA) Clinical Contact Center - Virtual Nurses and Medical Support Assistants to assist with scheduling, prescription refills and nursing clinical triage for inquiries for patient symptoms or other health concerns. Average call volume was 6,000 during the period of performance.

Defense Health Agency (DHA) TRICARE® Managed Care Support Services (East Region) - Virtual CSRs provide health, medical, and administrative support services to east region TRICARE®-eligible beneficiaries.

Defense Health Agency (DHA) TRICARE® Managed Care Support Services (West Region) - Virtual CSRs provide health, medical, and administrative support services to west region TRICARE®-eligible beneficiaries. Average call volume is 90,000 per year.

Health Resources and Services Administration (HRSA) National Vaccine Injury Compensation Programs Hotline - Virtual Communication Specialist (CS) provide basic information such as claim eligibility, how to file a claim, and which vaccines are covered. Average call volume is 17,000 calls per year.

Office of Personnel Management (OPM) Health Benefits Open Season Services - Virtual CSRs to respond to requests for information and assisted beneficiaries with annuitant processing of enrollment changes during open enrollment.

California Department of Public Health (CDPH) COVID-19 Testing and Vaccinations Support - Virtual Medical Service Coordinators (MSCs) assisted callers with general COVID-19 support, scheduling appointments for testing, vaccines, referrals, isolation/quarantine resources, capture test results, collect immunization records, and duplicate record merging requests. Average call volume was 147,000 per year.

Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Information - Bilingual virtual CSRs responded to incoming calls from the public related to COVID-19 vaccination scheduling. Average call volume was 60,500 per year.

Healthcare Provider Services

CMS Medicare Administrative Contractor (MAC) Medicare-Fee-for-Service Provider Contact Center - Virtual CSR IIs respond to Medicare Part A and/or B telephone inquiries from Medicare providers (billing offices, medical societies, provider consultants, Managed Care Organizations, attorneys) with questions regarding Medicare Fee-for-Service coverage guidelines and policies. Average call volume is 161,672 per year.

Health Resources and Services Administration (HRSA) Provider Support Service Center - Multi-tiered Virtual Provider Support Agents and Specialists provide support services; tracking of provider interactions; ticket support; providing technical direction and oversight; reporting, data sharing; and improving business workflow and processes for the Provider Relief Fund (PRF). Average call volume is 43,000 per year.

National Association of Social Workers (NASW) Assurance Service - Virtual Agents provide outbound calls to recruit master's level clinical social workers, providing them with information regarding the benefits of registering as a Panel Member in the Employee Assistance Program (EAP) Network. Agents successfully enrolled over 5,000 licensed clinical social workers in 42 states.

Counseling & Disability Services

Department of Defense (DoD) Military Family Life Counseling - Licensed Clinical Social workers (counselors) support the military personnel at Maxwell Gunter AFB (Montgomery, AL) and Redstone Army base (Huntsville, AL). Pearl provides face-to-face, confidential, non-medical, counseling services to the eligible participants and their family members of any age in support of the MFLC program.

Department of Defense (DoD) Behavioral Health Counseling - Virtual Triage CSRs provide support for the Military One Source hotline with expert information/referral and educational/consultation services, as well as educational/information materials and non-medical counseling service referrals. Information/referral and education/consultation services shall cover the full range of quality-of-life services/programs in both the military and civilian sectors. Average call volume is 93,000 calls per year.

Social Security Administration (SSA) Ticket Program Manager - Bilingual Virtual CSRs and Claims Technicians respond to Social Security beneficiary questions, provide general information about the Ticket Program, baseline benefits awareness, and provide referrals as appropriate to Work Incentive Planning Assistance. Average call volume is 20,000 calls per year.

Veterans Benefits Administration (VBA) Medical Disability Examinations - Virtual Medical Service Coordinator (MSC) assist Veterans with scheduling disability determination examinations and respond to and resolve a variety of inquiries and issues with appointment scheduling/fulfillment processing and service completion. Average call volume is 77,000 calls per year.

Government Financial, IT, Administrative, and Emergency Relief Services

Department of Education (ED) NextGen Business Process Operations; Loan Servicing - Virtual CSRs assisted student loan borrowers with payment and collections inquiries and services.

Internal Revenue Service (IRS) COVID-19 Live Agent - Bilingual Virtual CSRs responded to general inquiries and customer complaints regarding the Economic Impact Payment (EIP) and any future Coronavirus Aid Relief & Economic Security (CARES) Act related inquiries. Average call volume was 1,134,000 during the period of performance.

Department of Commerce, Bureau of the Census 2020 Census Questionnaire Assistance Program - Bilingual CSRs assisted callers completing the 2020 Census Questionnaire including collecting caller information, general questions about the 2020 Census and Census process. Outbound follow up calls to complete enumerations, verify data that was previously captured in person or on a call. Average call volume was 516,000 calls during the period of performance.

Department of Veterans Affairs (VA) Enterprise Service Desk (ESD) Managed Services - Virtual Help Desk Agents (Tier 1) respond to incidents, problems, requests, change and service requests for end-users are received, monitored, tracked, and worked to resolution, or handed over to other resolving stakeholders/parties. Average call volume is 30,000 calls per year.

Federal Emergency Management Agency (FEMA) Emergency Contact Centers; COVID-19 Funeral Assistance - Virtual CSRs responded to calls and perform data entry for individuals and households in direct support of humanitarian events, pandemics, emergency and disaster declarations. Provided assistance with COVID related funeral registrations, status of prior registrations, initial case reviews and performing outbound calls to verify the authenticity of received documents. Average call volume is 80,500 calls during the period of performance.