CONTACT CENTER SERVICES | BEHAVIORAL HEALTH | TECHNOLOGY

WHO WE ARE

Pearl Interactive Network (Pearl) is at the forefront in delivering innovative contact center, beneficiary support and behavioral health solutions. With over 20 years of proven experience, Pearl specializes in advanced technology-driven interactions, healthcare service navigation and comprehensive workforce management—handling over 5 million citizen interactions annually. Our commitment to innovation and human-centered service ensures seamless, high-quality solutions that empower our clients and the communities they serve.

WHAT SETS US APART

+ **Future-Ready Contact Centers**: We leverage AI, automation, and predictive analytics to enhance customer experience and operational efficiency.

+ **Government Transformation Partner**: Delivering secure, accessible, and user-friendly solutions that improve public service engagement.

+ **Comprehensive Workforce Solutions**: We recruit, hire and manage the best in the industry, from entry-level to specialized healthcare and beneficiary support roles.

+ **Behavioral Health Leadership**: Integrating telehealth, crisis support, and licensed clinical staffing to expand mental health access.

WHY CHOOSE PEARL

Socially Driven Workforce: We are committed to recruiting military spouses, veterans, individuals with disabilities, and talent from underserved communities.

Flexible & Scalable: Proven capability to rapidly deploy both remote and on-site teams, with a 62% remote workforce.

Recognized Excellence: Consistent track record of exceeding performance benchmarks for both government and commercial clients.
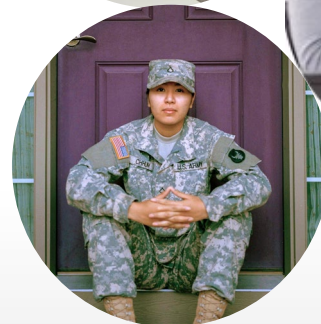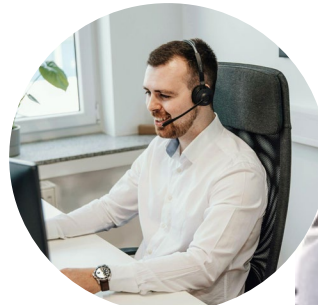
OVERVIEW

UEI: FQKFHNVVTBN3 | CAGE: 56HH0
DCAA Compliant Accounting System
NAICS CODES: 512191, 517122, 522320, 522390, 524114, 524292, 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

– Special Item No. 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project

– Management Services Special Item No. 624SS: Social Services, Professional Counseling

WHO WE'VE WORKED WITH

HEALTHCARE BENEFICIARY SERVICES

Centers for Medicare & Medicaid Services (CMS)
Contact Center Operations
– CSRs assist callers with information requests, online application assistance, and durable medical equipment eligibility.
– Average Call Volume: Over 3 Million per Year

Veterans Health Administration (VHA)
Community Care Network
– Remote CSRs schedule essential medical and dental services according to Veterans' availability.
– Average Call Volume: More than 150,000 per Year

Clinical Contact Center
– Remote Nurses and Medical Support Assistants assist with scheduling, prescription refills, and clinical triage for patient inquiries.
– Average Call Volume: 6,000 during the performance period.

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

TRICARE® Managed Care Support Services (West Region)
– Remote CSRs offer support services to west region beneficiaries.
– Average Call Volume: 90,000 per Year

TRICARE® Pharmacy Program 5th Generation (TPHARM5)
– Remote CSRs handle pharmacy orders and renewals for beneficiaries through military pharmacy mail orders.

Health Resources and Services Administration (HRSA)
National Vaccine Injury Compensation Programs Hotline
– Remote Communication Specialists provide claim information and eligibility assistance.
– Average Call Volume: 17,000 per Year

Office of Personnel Management (OPM)
Health Benefits Open Season Services
– Remote CSRs assist beneficiaries with enrollment changes during open enrollment.

California Department of Public Health (CDPH)
COVID-19 Testing and Vaccinations Support
– Remote Medical Service Coordinators assisted with scheduling tests, vaccines, referrals, quarantine resources, capturing test results, immunization records, and record merging requests.
– Average Call Volume: 147,000 per Year

Centers for Disease Control and Prevention (CDC)
COVID-19 Vaccination Information
– Bilingual CSRs provided COVID-19 vaccination scheduling information.
– Average Call Volume: 60,500 per Year

HEALTHCARE PROVIDER SERVICES

CMS Medicare Administrative Contractor (MAC)
Medicare-Fee-for-Service Provider Contact Center
– Remote CSRs respond to Medicare Part A/B inquiries from providers about coverage and policies.
– Average Call Volume: 161,672 per Year

National Association of Social Workers (NASW)
Assurance Service
– Remote agents recruit clinical social workers to join the Employee Assistance Program (EAP) network.
– Successfully enrolled over 5,000 social workers across 42 states.

HEALTHCARE PROVIDER SERVICES *(cont'd)*

Health Resources and Services Administration (HRSA)
Provider Support Service Center
– Multi-tiered support agents and specialists manage provider interactions, technical support, data sharing, and process improvements for the Provider Relief Fund.
– Average Call Volume: 43,000 per Year

COUNSELING & DISABILITY SERVICES

Department of Defense (DoD)
Military Family Life Counseling
– Licensed counselors provide confidential, non-medical counseling to military personnel and families at Maxwell Gunter AFB and Redstone Army Base.

Behavioral Health Counseling
– Remote Triage CSRs support Military One Source hotline, providing educational resources and referrals.
– Average Call Volume: 93,000 per Year

Social Security Administration (SSA)
Ticket Program Manager
– Bilingual CSRs assist Social Security beneficiaries with general information, benefit awareness, and referrals for Work Incentive Planning Assistance.
– Average Call Volume: 20,000 per Year

Veterans Benefits Administration (VBA)
Medical Disability Examinations
– Remote Medical Service Coordinators help Veterans schedule disability exams and resolve appointment-related issues.
– Average Call Volume: 77,000 per Year

GOVERNMENT, FINANCIAL, IT, ADMINISTRATIVE, AND EMERGENCY RELIEF SERVICES

Department of Education (ED)
NextGen Business Process Operations; Loan Servicing
– Remote CSRs assisted student loan borrowers with payment and collection services.

Internal Revenue Service (IRS)
COVID-19 Live Agent
– Bilingual CSRs addressed inquiries about Economic Impact Payments (EIP) and CARES Act-related questions.
– Average Call Volume: 1,134,000 During Performance

Department of Commerce: Bureau of the Census 2020
Census Questionnaire Assistance Program
– Bilingual CSRs assisted callers with the census questionnaire, data verification, and outbound follow-ups.
– Average Call Volume: 516,000 During Performance

Department of Veterans Affairs (VA)
Enterprise Service Desk (ESD) Managed Services
– Hybrid Help Desk Agents (Tier 1) handle incident resolution, service requests, and escalations.
– Average Call Volume: 30,000 per Year

Federal Emergency Management Agency (FEMA)
Emergency Contact Centers; COVID-19 Funeral Assistance
– Remote CSRs supported COVID-related funeral registrations, status updates, initial case reviews, and verification of documents.
– Average Call Volume: 80,500 During Performance

Department of the Navy, Naval Sea Systems Command
SeaPort Next Generation (NxG) 2024 On Ramp
– Remote CSRs assisted TRICARE beneficiaries, providers and government users with enrollment and billing support.

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