

# GREATER PERFORMANCE CAPACITY

## For your business or mission



### PGBA HELPS GOVERNMENT AND INDUSTRY PARTNERS ENHANCE THEIR BUSINESS PROCESSES.

We support missions of any scale with low-cost claims and transaction processing, multi-channel contact center services, and data management programs. PGBA's processes and technologies reflect over 40 years of continuous innovation — allowing us to offer the best possible balance of quality, speed and cost. We've built a secure, certified platform with the flexibility to support solutions that are scalable, sustainable and responsive. Using your in-house systems, our robust platform, or the technology of your choice, our experts can help your organization apply new business solutions without risk or disruption. In an era of tightened budgets and finite resources, we help you improve delivery of mission services to constituents and stakeholders.

## PGBA TAILORED SERVICES

### DATA MANAGEMENT

PGBA offers powerful capabilities in data management to help customers monitor, measure, analyze and report on the data behind key metrics.

We've designed an operating platform that's robust as well as flexible — scaling to process high volumes of transaction, enrollment or claims data, according to each customer's business rules.

Analysis and reporting allow customers to monitor performance levels, identify trends, and discover opportunities for improvement.

### MULTI-CHANNEL CONTACT CENTER SERVICES

PGBA's multi-channel contact center services help organizations stay highly responsive to constituents and stakeholders. With advanced technology and empowered, knowledgeable care advocates, we help you provide clear, accurate, real-time assistance with program issues.

PGBA employees undergo intensive training tailored to your program's requirements. Our integrated service model includes live assistance and easy-to-use self-service options, online and over the phone.



as a Center of Excellence by  
BenchmarkPortal, an industry leader  
in contact center benchmarking

### CLAIMS ADMINISTRATION

PGBA has over 40 years of experience processing healthcare claims for our private partners and government customers' constituents. Each year, we quickly, securely and accurately process more than 60 million claims involving billions of dollars. Our robust and flexible technology allows us to easily adapt applications to government customers' needs.

PGBA offers a secure, powerful processing platform designed by our own experts. Agile and adaptive, our platform scales to process, analyze and report on high volumes of claims based on each customer's business rules. Our technology is built with rigorous security controls that consistently exceed government requirements.

## Why PGBA?



99.8%

Payment Accuracy



### ISO Certification

ISO 9001:2015-certified, denoting global quality management standards



70+

Successful transitions of administrative contracts for government and industry customers



### NIST Compliance

Compliant with National Institute of Standards and Technology guidelines and standards

### Contact Us

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