



PGBA®

A CELERIAN GROUP COMPANY

MEMBERSHIP AND BILLING

PGBA supports over five million accounts with expertise in enrollment, billing, and secure systems integration for government programs.

Our full-service suite of applications provides support at the member, subscriber, and group levels. This includes enrollment assistance, billing and enrollment notices, fee collection, eligibility verification, and online, real-time updates to track benefits and coverage options.

PGBA's system is private, HIPAA-compliant and securely linked to government systems. It can easily integrate with a prime contractor's platform, or operate as a stand-alone system.

Key Advantages:

- 24/7 technical support
- Highly secure systems access controls
- Transactional data analytics and reporting
- Self-service functionality online or via Interactive Voice Recognition (IVR)
- Continuous online quality control
- HIPAA and NIST compliance
- Customizable billing cycles
- ISO 9001-2015 and e-QIP certification



ABOUT PGBA

Who is PGBA?

PGBA provides tailored services to help government and industry partners enhance their business processes. We support missions at any scale with low-cost claims and transaction processing, fiscal administration, multi-channel contact center operations, and real-time enrollment and billing.

For nearly 40 years, PGBA has provided healthcare administrative services to federal and state governments, combining a deep familiarity with our customers' program history, advanced IT and process management, and knowledgeable, customer-centered care.

Drawing from decades of experience, PGBA offers:



Agility to respond to evolving customer needs



Redundancies, internal controls, and financial strengths in every process



Robust and dynamic technology to meet specific mission requirements



Highly skilled, customer-focused employees

Why PGBA?

PGBA uniquely combines robust technology, modular claims processing systems, multi-channel customer service, and expert understanding of government and private healthcare systems.

Our processes and technologies reflect years of fine-tuning and enhancements, allowing us to deliver the best possible balance of cost, speed and quality.

Our secure, compliant information systems platform is highly flexible – allowing us to offer scalable, sustainable and responsive systems, and to seamlessly integrate with our partners' and customers' systems.



ISO Certification

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



100%

E-QIP-certified personnel



HIPAA and NIST compliance

Compliant with National Institute of Standards and Technology guidelines and standards



99.8%

Accuracy each month across all lines of business



40+

Successful transitions of administrative contracts for government and industry customers

CERTIFICATION CODES

CAGE Code: 3BLY2

DUNS Number: 119236318

NAICS Codes:

518210

Data processing, hosting and related services

524114

Direct health and medical insurance carriers

524292

Third-party administration of insurance and pension funds (Primary)

541611

Administrative management and general management consulting services

561110

Data processing, hosting and related services

561422

Telemarketing bureaus and other contact centers

Contact Us

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