



PGBA®

A CELERIAN GROUP COMPANY

ENHANCING BUSINESS PROCESSES

Tailored to public missions





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.

What We Do

CLAIMS ADMINISTRATION

Processing healthcare claims for government's constituents has been at the core of PGBA's business for nearly 40 years. We process more than 50 million claims each year with superior speed, accuracy, and security. Our strength lies in robust, flexible technology that allows us to tailor applications to customers' needs.

We've designed an operating platform that offers powerful processing capabilities while remaining agile and adaptive. It scales to process, analyze, and report on high volumes of claims data according to customers' business rules. We fortify our technology with embedded security that consistently exceeds government requirements.

Key Advantages:

- 98% of claims resolved in 30 days or less
- 99.8% accuracy rate
- Compliance with NIST, HIPAA and ICD-10
- Scalable solutions to support changing capacity needs
- Multiple channels and methods for claim submission
- Automated claim adjudication
- Skilled, customer-focused employees with 13-year average tenure
- Controls for monitoring and reporting on volume and timeliness

FISCAL ADMINISTRATION

PGBA provides end-to-end accounting services that support payment processing, collections, financial reporting, bank reconciliations, and 1099 reporting. In all our practices, we emphasize reporting accuracy, formal compliance programs, and a high degree of auditability.

PGBA uses established accounting systems and procedures that comply with generally accepted accounting principles (GAAP), cost-accounting standards (CAS), federal acquisition regulations (FAR), and Financial Accounting Standards Board (FASB) guidelines.

Our finance professionals average 21+ years of tenure at PGBA. Accounting experience is required among our non-management staff. PGBA employs strict security requirements and vets all employees with a comprehensive background check that screens for criminal records and credit issues.

Key Advantages:

- \$10 billion+ in payments processed through tens of millions of transactions
- Strong compliance program emphasizing HIPAA conformance
- 96% collection rate of accounts receivable
- Secure, HIPAA-compliant mail center
- Customized financial reports
- Seamless interaction with various banking platforms
- Refund Monitoring and Management System (RMMS) tracks recoupments, sends scheduled collections letters, and triggers offsets of future payments

Drawing from decades of experience, PGBA offers:



Agility to respond to evolving customer needs



Robust and dynamic technology to meet specific mission requirements



Redundancies, internal controls, and financial strengths in every process



Highly skilled, customer-focused employees

MULTI-CHANNEL CONTACT CENTER OPERATIONS

PGBA enhances the customer experience with advanced technology and seasoned, empowered care experts. More than 9.1 million customers rely on our customer service advocates (CSAs) for quick, accurate and clear assistance.

In PGBA's integrated, multi-channel service model, online support includes live chat, email, and a secure self-service portal. By telephone, our Voice Response Unit (VRU) offers callers self-service options or skills-based routing to a CSA.

Our agents undergo months of customer-specific training to deliver accurate and complete responses on the first contact. An array of integrated tools helps them stay highly responsive with quick and seamless call transfers, instant access to customer data, and more.

Key Advantages:

- 95% of calls answered within 30 seconds
- 80% of full-service phone calls resolved with the first touch
- Computer Telephony Integration (CTI) seamlessly transitions calls to a CSA
- Telephony Dashboard centralizes and monitors agent activities
- Browser-based CRM displays customer data captured from the VRU
- Automated document generation creates customized letters
- Monitoring tools track customer satisfaction
- Intensive employee training
- Certified as a Center of Excellence by BenchmarkPortal, an industry leader in contact center benchmarking
- Web services and development



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.



99.8%

Accuracy each month across all lines of business



ISO Certification

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



NIST Compliance

Compliant with National Institute of Standards and Technology guidelines and standards



100%

E-QIP-certified personnel



40+

Successful transitions of administrative contracts for government and industry customers

Contact Us

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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



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