



**PGBA®**

A CELERIAN GROUP COMPANY

# **GREATER PERFORMANCE CAPACITY**

For your business or mission



## PGBA'S TAILORED SERVICES HELP 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.



**ISO 9001-2015  
certification**



**E-QIP-certified  
personnel**



**HIPAA, NIST and  
ICD-10 compliance**

### 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.

**PGBA helps customers get the most out of their organizational data with:**

- Tailored data views for each customer
- Scalability to support fluctuations in workload
- Data integration
- Data visualization
- Automated claims adjudication
- Ad hoc and routine reporting
- Data access controls

**Potential use cases include:**

- Insurance claims processing
- Customer service
- Quality management
- Fiscal administration

### SUCCESS STORY

PGBA provided claims processing and other administrative services as a subcontractor on a TRICARE Managed Care contract. To fulfill a last minute request from our customer, PGBA was required to use a single provider identification number (PIN) for both individual providers and their practice — a departure from normal protocol. PGBA faced several challenges: there was no existing file with which to pre-populate PGBA's records; providers did not typically submit PINs on claims; and individuals had a different PIN for each location where they practiced. This led to unexpectedly high workloads for populating files and correcting identifier data on claims. PGBA responded by creating an additional team to research and load provider data; implementing a strategy and tools to load provider data based on volume of pending claims; supplying feedback to the prime contractor to educate providers on billing; and overseeing weekly progress meetings and reporting. As a result, claims that were pending due to provider issues decreased from 60 percent of total pending claims to 20 percent in one year, despite an increase in total claims processed.





## 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. Features include:

- Skills-based routing connecting callers to an agent with specialized knowledge in their area of need
- Live chat enabling one-on-one online support
- A secure portal allowing quick and convenient online self-service
- Computer Telephony Integration (CTI) enabling quick and seamless call transfers
- A browser-based CRM that displays caller's account data on representative's desktop upon transfer
- An automated document generating system (ADGS) that produces customized letters to customers
- Monitoring, measurement and analysis tools that track call volumes, gauge customer satisfaction, and identify trends and improvement areas

### Potential use cases include:

- Emergency response
- Enrollment assistance
- Billing and payment support
- Insurance claims assistance
- Collections

### SUCCESS STORY

As a subcontractor, PGBA performed all aspects of military healthcare claims processing, including beneficiary support. When our customer decided to close in-person service centers and use other support mechanisms, PGBA developed a comprehensive plan to ensure uninterrupted claims-related services for all beneficiaries.

By reviewing historical claims data and working alongside service center staff, PGBA determined how to most effectively manage resources to serve customers. PGBA consequently strengthened its work processes, re-trained staff accordingly, and developed a tiered service model to support a range of inquiry types. Call volume was significantly reduced due to highly effective self-service options, and caller issues were triaged for faster resolution, resulting in high levels of customer satisfaction.



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

**99.4%**  
of full-service phone calls resolved with the first touch

**95%**  
of all calls answered in 30 seconds or less

## CLAIMS ADMINISTRATION

PGBA has nearly 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 50 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.

### PGBA expertly performs all aspects of claims administration by:

- Regularly meeting or exceeding requirements for NIST (including NIST 800-171), HIPAA and ICD-10
- Resolving 98% of claims within 30 days with a 99.8% accuracy rate
- Integrating securely and seamlessly with federal systems, including DEERS
- Reimbursing claims in accordance with rules and regulations
- Providing beneficiary EOBs and provider remittance notices per client requirements
- Automating claim adjudication
- Offering multiple submission channels
- Applying controls for monitoring and reporting on volume and timeliness
- Providing support services, including tailored training and development programs, and a dedicated department for data collection, analysis, reporting and advising
- Employing customer-focused staff members with an average tenure of over 12 years
- Using flexible systems that can accommodate urgent requests, unexpected changes, and high-volume projects

### Potential use cases include:

- Fraud prevention / anti-fraud
- Fiscal administration
- Financial integrity
- Insurance claims processing

### SUCCESS STORY

PGBA served as a claims processing subcontractor for a TRICARE Managed Care contractor. PGBA performed all aspects of claims processing, managing a system that interfaced with a government reporting system. When the overseeing agency made retroactive coverage changes that involved revisions to processing codes, it sought immediate adjustments, with no time allowance for system changes or official contract modifications.

PGBA's highly experienced staff quickly designed a comprehensive action plan, coordinating with the prime contractor to design a solution that combined systematic and manual interventions to achieve the requirements. The prime contractor quickly established the scope of coverage, allowing PGBA to quantify and prioritize impacted claims, and to apply special processing and reimbursement rules. Temporary system changes were deployed within days, and using PGBA's flexible system, its experts were able to meet the aggressive timeline.

## 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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