

## PGBA is an Ideal Partner

Whether serving as a prime or subcontractor, we are a dependable and principled partner, and operate under the highest standards of integrity. With decades of successful performance, we are committed to the success of every member of the team and seek partners with similar values.

PGBA delivers the utmost consistency and performance. Our specially trained, long-tenured personnel can handle complex situations and challenges. We are recognized within the industry for keeping our contractual obligations.

With a long record of achievement in teaming with small businesses, we are especially interested in pursuing these business relationships.

## What PGBA Looks for in Partners & Teammates

We pursue partners who share our values and whose work demonstrates a record of integrity and reliable performance. We seek to form strategic alliances with innovative partners whose expertise and capabilities complement what we offer, increasing our team's competitiveness.

PGBA looks for partners who:

- Uphold the highest degree of ethical behavior and trustworthiness
- Honor all contractual commitments
- Adhere rigorously to quality and compliance requirements

## Next Steps Speak with us today!

Interested in partnering with PGBA? We're always looking for new partner relationships relevant to our markets. We want to hear from you. We're especially interested in small business partnerships. PGBA maintain a Small Business Registry to identify potential small business partners whose expertise complements our capabilities – mutually increasing our competitive advantage.

### Brian Faulds

*Director, Business Development*  
843-736-0080  
Brian.Faulds@PGBA.com

2141 West Gate Place, Florence, SC 29501  
[www.PGBA.com](http://www.PGBA.com)

### 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



PGBA®

A CELERIAN GROUP COMPANY

## PARTNERING WITH PGBA



# Who is PGBA? What do we Offer?

**PGBA works with government and industry partners to enhance their business processes. We offer tailored services that provide – at any scale – low-cost claims and transaction processing, fiscal administration, data management, multi-channel contact center operations, and real-time membership enrollment and billing services.**



## Claims Administration

- 50 million+ claims involving billions of dollars securely and accurately processed each year
- 98% of claims resolved within 30 days or less with a 99.8% accuracy rate

## Fiscal Administration

- End-to-end accounting services supporting payment, processing, collections, financial reporting, bank reconciliations, and 1099 reporting
- \$10 billion in payments processed through millions of transactions

## Multi-Channel Contact Center Operations

- Live assistance and easy-to-use secure portal for self-service options, both online and over the phone
- Monitoring, measurement, and analysis tools that track call volumes, gauge satisfaction, identify trends, and areas for improvement

## Membership Enrollment and Billing Services

- 24/7 technical support, with highly secure systems, access controls, and continuous online quality control
- HIPAA and NIST compliance, and ISO 9001:2015 and e-QIP certification

## Data Management

- Monitoring, measuring, analyzing, reporting, and metrics
- Data integration, visualization, and access controls



We operate with the highest degree of integrity and a constant emphasis on quality and compliance, which are hallmarks of our business model. An ethical and reliable partner, PGBA enjoys close, collaborative relationships with our customers, some of whom we've worked with for over 30 years.

We're known for honoring our contractual commitments and we provide value at every step with redundancies, internal controls, stability, and financial strength.

## Current partners include:

- Department of Defense/Defense Health Agency
- Department of Justice
- Numerous state governments