

PGBA is an IDEAL PARTNER



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.

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 DOES PGBA OFFER?

CLAIMS ADMINISTRATION

- 65 million+ claims involving billions of dollars securely and accurately processed each year.
- 99% of claims resolved within 30 days or less with a 99.8% payment accuracy rate.

FISCAL ADMINISTRATION

- End-to-end accounting services supporting payment, processing, collections, financial reporting, bank reconciliations, and 1099 reporting.
- \$14.1 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.

REIMBURSEMENT SUPPORT FOR CARE & REIMBURSTMENT METHODOLOGIES

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

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.

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.

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

For more information
contact us at:
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PGBA®

A CELERIAN GROUP COMPANY