

# 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 over 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 over 40 years. We process more than 60 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.

### 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.

### MULTI-CHANNEL CONTACT CENTER OPERATIONS

PGBA enhances the customer experience with advanced technology and seasoned, empowered care experts. More than 5 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.

## Why **PGBA**?



99.8%

Payment Accuracy



### ISO Certification

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



### NIST Compliance

Compliant with National Institute of Standards and Technology guidelines and standards



70+

Successful transitions of administrative contracts for government and industry customers

## Contact Us

Email: [info@pgba.com](mailto:info@pgba.com)



**PGBA**®

A CELERIAN GROUP COMPANY