

# Capability Statement

Sharon Ryan, MBA, President/Owner

Sharon.R.Ryan@Dasherinc.com

Cynthia Tolsma, MBA, CPCU, CLU, Chief Operating Officer

Cynthia.Tolsma@Dasherinc.com

Tracey Glenn, Sr. Operations Director

Tracey.Glenn@Dasherinc.com



Dasher Services, Inc.

777 East Park Drive • Harrisburg, PA 17111

717.234.3274

dasherinc.com

## Core Competencies

- **Personalized Document Creation and Delivery.** Same system used by the Commonwealth of Pennsylvania Department of Revenue for issuing checks and certified letters. Handling high-volume, personalized/ confidential correspondence produced and distributed in a timely manner.
- **Intelligent Imaging.** Costs for manual data entry/indexing reduced using the Capture Pro Database Lookup to validate or populate fields, process simple surveys and other checkbox forms, and enhance data integrity with double data entry indexing.
- **Secure Processes.** 100% HIPAA-compliance; voice and data security, along with auditing procedures; successful completion of CMS-specific Standard Information Gathering (SIG) questionnaire for clients serving Medicaid program.
- **Data Entry and Reporting.** Supply experienced data entry technicians and programmers to supplement clients' professional staff.
- **Call Center Services.** Multi-channel, personalized communications strategy that maximizes your opportunities to interact one-to-one with Medicaid program participants.
- **Field Staff/Community Outreach.** Grass roots communicators provide health education, collect data, and observe performance of specific required services.

## Past Performance

- Utilized Medicaid enrollment data for five years, following data security and HIPAA procedures.
- Worked with the Pennsylvania Department of Human Services (DHS) and a variety of businesses that serve DHS; the Departments of General Services, Transportation, Education, and State; and the Governor's Innovation Office.
- Returned \$6 million annually from third-party liability collections for health, dental, and behavioral health services as a small diverse business subcontractor.
- Provided experienced statisticians who verify HEDIS scores, build predictive models, study utilization patterns and provide population health statistics.
- Staffed a telephone help desk handling 12,000 calls annually and processed more than 5,000 applications for licensure and certification testing annually with a 99.90% accuracy score for national testing company.
- Supplied community outreach coordinators trained to provide health education and provided covert auditors trained to study emissions testing procedures.

## Differentiators

- Dasher Services, Inc., is a woman-owned small, diverse business specializing in communicating complex information about the Medicaid program to insurers, providers, and suppliers.
- Have well-established relationships with the medical records departments at hundreds of healthcare delivery sites. Well-versed in the requirements for healthcare records requests, supporting our clients' utilization management and continuity of care efforts.
- Mitel 5000 communications platform permits unlimited expansion and detailed reporting.
- Our clients love Dasher. Several client relationships with Dasher exceed 8 years.

*We are experts in helping organizations communicate complex information about the Medicaid program to insurers, providers, and subscribers.*

**Maryland Department of Transportation (MDOT) UCP-Certified Disadvantaged Business Enterprise (DBE) & Small Business Enterprise (SBE)**

### NAICS (North American Industry Classification System) Codes:

- 323111 Commercial Printing (except Screen and Books, specifically digital printing services)
- 492210 Local Messengers and Local Delivery
- 541430 Graphic Design Services
- 541860 Direct Mail Advertising
- 561410 Document Preparation Services
- 561421 Telephone Answering Services
- 561431 Private Mail Centers
- 561910 Packaging and Labeling Services



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