

# 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.*

## NY State Women Business Enterprise (WBE)

### NYS WBE Approved Codes:

0004	Mailing Labels
0184	Data Processing
0657	Temporary Personnel Services
0117	Clerical and Stenographic services
0209	Optical Scanning Data Service
0713	Imaging document
0183	Data Entry Services
0652	Telephone Answering Services
0771	Delivery Services
1023	Record and Information Management
2098	Mailing Services
2172	Contract staffing
2228	Document Control



Proud member of the Women's Business Enterprise National Council (WBENC)