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Dasher Background and Capabilities

Communicating Complex Information to Diverse Populations

A Minority Woman Disadvantaged Business Enterprise (MWDBE), Dasher’s services include:

- **Face-to-face communication.**
 Dasher’s professional and culturally savvy professional field teams can:
 - Implement regulatory–compliant outreach strategies
 - Provide health education, collect data, and observe performance of required services
 - Identify opportunities to collaborate with leaders of community-based organizations
 - Create positive change by influencing people to think and act in ways that improve the quality and efficiency of the healthcare services they receive

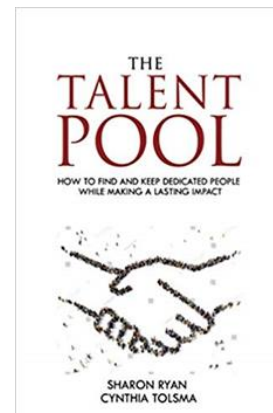
- **Customer/Member/Patient engagement strategies.**
 Dasher’s call center and member engagement teams:
 - Close HEDIS gaps by promoting the use of preventive health services available through the health care providers program and educating users about the advantages of utilizing these services
 - Assist callers who need guidance through our call centers and help desks
 - Provide back room support for application processing for professional licensures

- **Secure, complex variable mailing services.**
 Dasher produces millions of pieces of confidential, personalized correspondence and:
 - Adheres to applicable legal, regulatory, and industry standards and follows rigorous data and physical security procedures to prevent a data breach or HIPAA violation.
 - Provides 24/7 security, camera surveillance, and limited access systems.
 - Operates large-scale document creation and delivery equipment-- the same highly secure system used by the Commonwealth of Pennsylvania Department of Revenue.

Published a Book on Our Model of Employment and Retention

Dasher employs full and part-time workers across Pennsylvania, many of whom are or have been economically fragile. *The Talent Pool* explains how Dasher developed and implements its *Team Member Prosperity and Success Model* results in a supportive, safe and respectful workplace that promotes health and prosperity. Dasher has a deep understanding of the challenges faced by economically fragile people who are living or who have lived in poverty.

In *The Talent Pool*, we explain that by focusing on the needs of workers who are economically fragile, businesses can minimize employee supply issues, maximize profits, and lead a purposeful company that is creating a lasting difference.



Dasher’s Three Uniques

Insurance & Regulatory Expertise • Team Member Prosperity & Success Model • AICPA SOC 2sm Type 2

Commonwealth of PA Department of General Services (DGS)- Verified Small Diverse Business (SDB)
 Proud Member of the Women’s Business Enterprise National Council (WBENC)
 NGLCC- Certified LGBTBE

AICPA Service Organization Control (SOC)2 Type 2 Certified

Dasher is so committed to data security that we have obtained a SOC 2SM Type 2 certification. The Service Organization Control (SOC)2 Type 2 verifies that Dasher passed a rigorous audit of its internal controls, meeting the security, availability, and confidentiality standards set by the American Institute of CPAs (AICPA).



Dasher operates in a 12,000 square-foot facility located in Harrisburg, Pennsylvania that is secured 24/7 with surveillance cameras and limited access points within the building with entry granted by assigned key fobs that open locked doors and disarm motion sensors. Dasher also has a physical presence in Pittsburgh and Philadelphia.

Dasher's current and past performance includes but is not limited to:

- Deploying community healthcare workers for both maternity and emergency department programs in central Pennsylvania. Boots on the ground field staff work with Medicaid members to assist with medical appointments, provide education, and help with social determinate of health (SDoH) gaps. Our team has been involved with over 500 deliveries in the maternity program since inception.
- Staffing a telephone help desk handling nearly eighty-four thousand calls over the past five years with also thirty-eight thousand plus applications processed for licensure.
- Performing audits of Pennsylvania emissions testing stations with over six-five thousand completed over the past four years.
- Working closely with the PA Departments of Human Services, General Services, Transportation, Education and State as well as the Governor's Innovation Office on various projects.
- Contacted Medicaid recipients with End Stage Renal Disease to inform them of options for coverage through Medicare and assisted them through the process if they chose to proceed.
- Used PA HealthChoices enrollment data for five years to issue personalized enrollment information, sending more than one million letters annually, all compliant with data security and HIPAA procedures.
- Collected funds on behalf of PA HealthChoices - \$19 million dollars over five years in third-party liability payments for physical, dental and behavioral health services.
- Deployed outreach coordinators who on average annually staffed four-hundred member engagements and eighty community events annually, in order to inform the Medicaid-eligible community about PA HealthChoices.

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