

Capability Statement

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Core Competencies

- **Outsourced Community Health Workers.** With the Affordable Care Act's expansion of Medicaid eligibility for the working poor, there's a great need to ensure the correct and appropriate usage of Medicaid services. Our CHWs have an understanding of the communities in which they serve and develop positive relationships with their Medicaid clients. They communicate with Medicaid members, encouraging them to get to all appointments recommended by their physicians. They become familiar with their clients' care plans and assist them in adhering to them through regular interactions, assessment of their clients' goals and progress, and communications with providers.
- **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.

Approved Codes:

Dunn and Bradstreet:

14-741-3850

Case Code: 5LT39

Dasher NAICS Codes:

(Meets all size requirements)

518210: Data Processing, Hosting and Related Services

541611: Administrative Management / General Management Consulting

541990: All Other Professional, Scientific & Technical Services

PA Department of Transportation (PennDOT) UCP-Certified Disadvantaged Business Enterprise (DBE) & Small Business Enterprise (SBE)

PA DGS-Verified Small Diverse Business (WBE)

NY Women Business Enterprise (WBE)

NJ Woman-Owned Small Diverse Business (SBE)

MD Woman-Owned Business Enterprise (WBE)



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