

# Capability Statement

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## 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.
- **SAS Programming Services.** Validate Medicaid managed care encounter data, performance measures, and focused quality studies. 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.
- Data scientists with direct healthcare data experience, including HEDIS, who use SAS, Access, and GIS.
- 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.*

**Commonwealth of PA Department of General Services (DGS)-verified Small Diverse Business (SDB)**

### PA DGS/BSBO Approved Codes

81112002 Data Processing/  
Preparation Services  
81112003 Data Center Services  
81112005 Document Scanning Services  
81112102 Electronic Mail Service Provider  
81161708 Telephone Support Services  
83111507 Call Center Bureau Services  
80111616 Temporary Customer Service  
Personnel  
80141801 Mailing List Compilation  
Services  
80141802 Mailing List Management  
Services  
80161501 Office Administration/  
Secretarial Services  
80111601 Temporary Clerical/  
Administrative Assistance  
80161503 Keyboard Entry Services  
81112001 Online Data Processing  
78131804 Document Storage Services

**PA Invitation to Qualify (ITQ) – Consulting Services contract (approved)**

### Management –

#### General Government Operations:

- Data Mining
- Operations Analysis
- Measuring Process Performance/  
Improvement Outcomes



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