



UNLOCK THE POTENTIAL OF YOUR DME WITH STRATEGIC OFFSHORING AND EXPERT INSIGHTS

FULLTIME RESOURCE AND SERVICE SOLUTIONS STARTING AT **\$1099** PER REPRESENTATIVE/MONTH.

OUR SERVICES

- Healthcare Support Services
- Patient Outreach
- Physician Outreach
- Insurance Eligibility Management
- Virtual Assistance services
- On-screen Customer Services Representation (OCSR)
- Email & Chat Support
- Patient Billing Services/Revenue Cycle Management
- Credentialing Services
- Analysis & Intelligence



PATIENT ENGAGEMENT

- CPCG enhances patient experiences.
- Utilizes on-screen representatives and effective outreach.
- Implements efficient intake management.
- Aims for streamlined operations.



OPERATIONAL OPTIMIZATION

- CPCG focuses on enhancing efficiency and workflow.
- Streamlines processes and reduces manual tasks.
- Eliminates errors for improved operational performance.



REVENUE ACCELERATION

- CPCG's revenue acceleration enhances growth.
- Utilizes analytics for actionable insights.
- Manages prescriptions efficiently.
- Identifies new revenue channels.



PATIENT ENGAGEMENT & SUPPORT



- On-Screen Representative
- Patient Outreach
- Patient Intake Management
- Virtual Services
- Inbound & Outbound Services
- Patient Intake Management

INBOUND & OUTBOUND CALLING

~5 Minutes Average Handling Time	<30 Seconds Average Wait Time	>96 % Answered Calls Ratio
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PATIENT INTAKE MANAGEMENT

80 - 100
Orders Processed Daily By
1 CPCG Representative

OPERATIONAL OPTIMIZATION



- Billing & Claims Management
- Credentialing & Compliance
- Process Management
- Billing & Claims Management
- Credentialing & Compliance
- Order Process Management
- Delivery Optimization
- Inventory Optimization

BILLING & CLAIMS MANAGEMENT

>2740 Orders Are Processed By A CPCG Representative /Month	97% Of Faxes /Documents Are Processed Within 2 Hours Of Receipt	99% Document Processing Accuracy
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DELIVERY OPTIMIZATION

97% Orders Effectively Tracked By CPCG	99% Delivery Activities Actively Measured
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ORDER PROCESS MANAGEMENT

100% Pre-Dispensing Verification	99% Successful Physician Outreach
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INVENTORY OPTIMIZATION

20% Average Reduction In Carrying Costs	97% Forecasting Accuracy
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REVENUE ACCELERATION



- Business Sustainability
- New Revenue Opportunities
- Maximizing Profitability
- Prescription Support & Services
- TrueUpcare
- Maximizing Profitability

PRESCRIPTION SUPPORT & SERVICES

35% > 70% Success In Retrieving The Renewal Of Expired Prescriptions	\$265k Increase In Revenue Over 3 Months In Proactively Rectifying Prescriptions
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SALES & CUSTOMER SERVICE

35% - 73%
Improvement In Prescription
Renewals Over 4 Months

PRODUCT AND THERAPY INITIATIVES

80% - 193%
Increase In Targeted Solutions
Sales For Leading
Healthcare Providers

\$265k
Increase In Revenue Over
3 Months In Proactively
Rectifying Prescriptions

WHY US?

The CPCG Edge. Expertly trained staff, rigorously following established procedures with access to extensive resources. This ensures consistent, high-quality service for your team and patients, embodying the CPCG commitment to excellence.