



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.

CALL NOW: 202-808-3390 | 5003 NEW HAMPSHIRE AVE NW, WASHINGTON D.C, 20011 | INFO@CPCGR.COM

Copyright Statement©

The visuals, illustrations, and business process development concepts presented in this document are the intellectual property of CPCG (SSK 002 LLC). Unauthorized reproduction, distribution, or use of this document, in whole or in part, without the prior written consent of the owner, is strictly prohibited. All rights reserved © 2024 CPCG (SSK 002 LLC).



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

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

ORDER PROCESS MANAGEMENT

100
Pre-Ordering
Verification

99%
Successful Physician
Outreach

DELIVERY OPTIMIZATION

97%
Orders Effectively
Tracked By CPCG

99%
Delivery Activities
Actively Measured

INVENTORY OPTIMIZATION

20%
Average Reduction In
Carrying Costs

97%
Forecasting Accuracy

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

PRODUCT AND THERAPY INITIATIVES

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

SALES & CUSTOMER SERVICE

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

\$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.