

## Our Company

ARC Family of Companies combination of flexibility, due diligence, and process development make ARC the best choice for all your consulting, staffing, and technology needs. Since 2012, we have provided a diverse range of innovative solutions including high-volume, seasonal, and specialized talent acquisition, call center operations and consulting, medical coding, software as a service (SaaS), and business process outsourcing. Our core focus is wrapped in finding fiscally responsible solutions that meet our client's needs – giving us a track record of success. Our leadership team is fueled by passion, backed by intelligence, and built on 25-years of experience.

## Past Performance

- Providing SaaS through emerging technology, provider services, contracting, and credentialing for Center for Disease Control and National Institutes of Health as a teaming partner with the TPA.
- Supporting the pandemic response by rapidly deploying 100 allied nurse professionals in 30-days, with the purpose of supporting COVID-19 testing and vaccinations across various locations for Optum.
- Recruiting support for the 2022 No Surprises Act Federal regulation, including medical coding and billing specialists, legal nurses, and project facilitators to ensure compliance for IPRO.
- Performed staffing, provider network call center support, and contracting of specialty physicians and hospitals for HealthNet Federal Services, Tricare T-4, and DHA.
- Business process outsourcing for scalable staffing to support call center operations, contract redlining, and negotiations. Scope included hiring over 200 team members in less than 30 days. Configured contracts for cloud-based CRM/CLM to track, manage and store documents. Contracted 30,000 providers in 30 states for TriWest Healthcare Alliance.
- Provided Project Management, call center support, and provider network development in 32 Texas counties for Dual Eligible members receiving Long-Term Services and Supports (LTSS) and Behavioral Health Services for AmeriHealth Caritas.
- Led IT database integration between the Medicaid System and Centene Corporation, including support for data management, audit, network adequacy reporting, and data analytics.
- Delivered consultative services to insource member and provider call center operations. Project included operational policy and procedure development, member marketing materials, and provider network management in support of Medicaid implementation readiness review for HCSC, an Anthem BCBS subsidiary.
- Supplied staffing, call center support, and contracting to recruit a network of providers that specialize in Intellectual Disabilities (IDD) for Magellan.

## Differentiators

- Nationwide Presence
- Deep-rooted Relationships
- KPI & Quality Assurance Driven
- Fiscally Responsible & DCAA Compliant Systems
- Proprietary CRM & Technology Products
- Dependable & Scalable Teams
- 25-Years of Healthcare Experience

## Mission

ARC Family of Companies is committed to positively impacting organizational landscapes and dedicated to delivering innovative solutions with high quality standards.

## Core Values

- Ethical
- Dynamic
- Committed
- Trustworthy

*"The ARC Healthcare team have proven to be excellent resources to our organization. Their wealth of knowledge and experience is invaluable to our team and has accelerated our progress."*

**Speree Murray, Government Business Solutions Sr. Director Strategy & Portfolio, HCSC**

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### Health Care & Social Assistance

621399	Offices of All other Miscellaneous Health Practitioners
621999	All Other Miscellaneous Ambulatory Health Care Services

### Administrative Support Services

561110	Office Administrative Services
561311	Employment Placement Agencies
561320	Temporary Help Services
561421	Telephone Answering Services
561422	Telemarketing Bureaus & Other Contact Centers

### Professional & Technical Services

541219	Other Accounting Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative Management & General Management Consulting Services

### Finance & Insurance Services

524291	Claims Adjusting
524298	All Other Insurance Related Activities

### Transportation & Warehousing

493190	Other Warehousing & Storage
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## Agencies Served:

Veterans Administration  
 Centers for Medicare & Medicaid Services  
 Centers for Disease Control  
 Federal Emergency Management Agency  
 Defense Health Agency