



Patient Care Services



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Welcome

American owned and managed with a commitment to proactive customer service.

Executive team are American descendants of Macedonian immigrants who departed Europe after WWI. Taskforce is a family run business that has strong ties both to the USA & Macedonia.

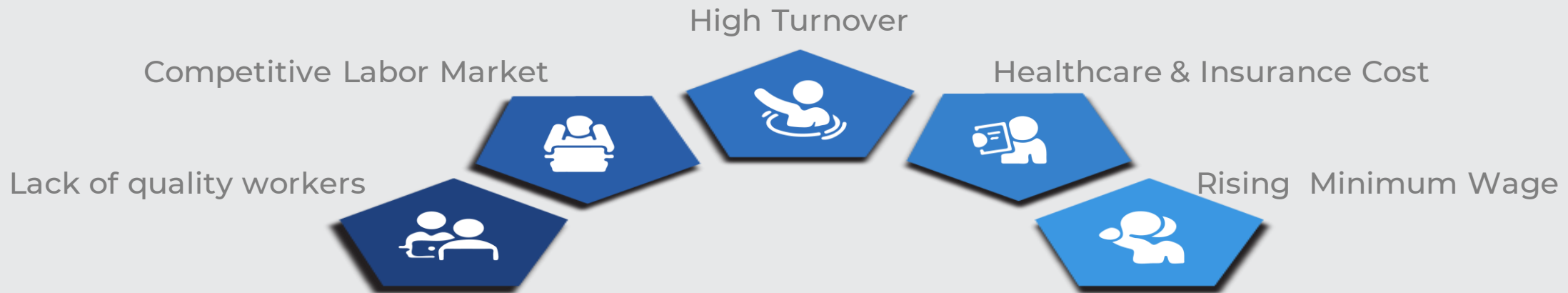
Launched in October 2015 to fill a need for an outsourcing company that could deliver a professional team that improves processes and boosts productivity.

Taskforce is headquartered in the United States with five service centers in Macedonia and one in Croatia, two locations in central Europe who have emerged as the most ideal offshore business destinations in the world.

Focused on providing business support services in the areas of insurance, healthcare, advertising, accounting, customer care support and logistics, Taskforce has grown from 1 Employee to more than 1000+ in 6 years.

Professional HIPAA compliant office.

Your Challenges



Our Advantages

We build specialized teams that will help you get your revenue faster, more accurately and at a lower cost!

Lower Costs

Outsourcing to Taskforce will help you reduce overhead costs and save on labor expenses.

***Average U.S. CPC Coder cost is \$70,000 (benefits included) *AAPC.**

Extended Team

Outsourcing should be an extension of your business/clinic/practice to delegate time consuming processes.

Improved Coding and Billing Accuracy

Our coders are CPC certified by AAPC. This increases your compliance with federal payer laws.

Increased Revenues

Net collection percentage increase of 4-6%.

Flexibility

No need to change your PMS, EMR, or legacy IT systems.

The Macedonian Value

Macedonia is mixture of modern and ancient history, a treasure trove of art, historic landmarks and architecture. A country with over 3,000 years of history and Europe's hidden gem.

European Quality Standards

EU Compliant country (legal and business).

NATO membership

Macedonia is NATO's 30th member state.

Available, well-educated European college graduates.

High unemployment.

98% Taskforce employees have a college degree.

Robust, dynamic educational culture,

Excellent multilingual tradition

English proficiency of highest standards.

13-15 years of mandatory English language studies.

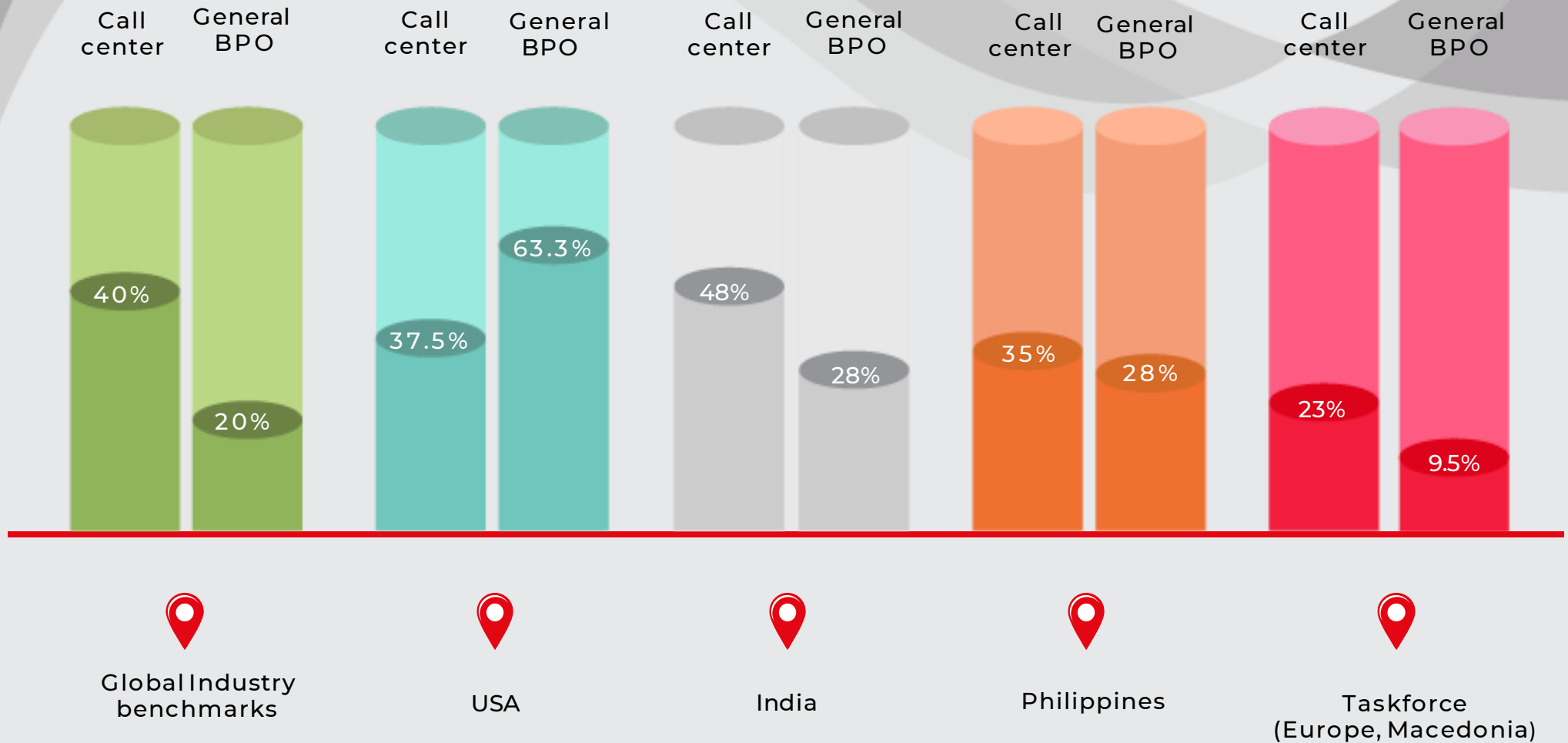
Industry Leading Turnover of only 9.5%.

Industry average of 25-30%.

Some leading markets approach 50%.

Our Value

Global Turnover Rates



TEAM R...
DR
Believe In Your
BE
Think Positive
AC
Always Change...

If everyone is moving forward together, then success takes care of itself.
-Henry Ford

In business, it's important to count on the people you count on.

global
change.

global
growth.

Join
the
force

OUR Patient Care

Support Services

www.taskforcebpo.com

Our Solutions

Pioneered real-time medical coding for one of the largest urgent care providers in America.

Internal Quality Control Teams:
98% verifiable statistical accuracy for our largest client (60,000+ charts per month).

Customized workforce solutions for all specialties and businesses.

Multilingual contact centre; over 50% of our workforce communicates daily (Phone, Email, Text) to clients, customers, and insurance carriers.

Taskforce makes approximately 6000 calls daily (inbound/outbound).

Proficient with numerous PMS, EMR, and legacy IT systems.



Our Services

Customer Care Services

Your call center support should conform to exactly what you need. Taskforce's flexible medical call center services fill gaps in your organization, from project-based engagements to full management of your inbound and outbound patient communications.

Our 4 key specialties include:

- **24/7/365 Inbound Call Answering (On Demand, Part-Time, Full-Time)**
- **Outbound Call Campaigns**
 - Patient Recall (ex. Well Visits)
 - Reminder Calls
 - Patient Rescheduling
 - Pre-/Post-Operative
 - Specialty Campaigns
- **Operational Specialties**
 - Patient Scheduling
 - Patient Registration
 - Pre-Certification/Insurance Authorization/Verification
 - Medical Records
 - Patient Billing Calls & more
- **Patient Access Consulting**
 - Process Evaluation Improvement
 - Workforce Management
 - Staffing Levels Cost Savings & more

Taskforce is different!

Todd Vang, President
Physicians Immediate Care

Working with Taskforce has significantly improved our business model. In today's market where quality resources are scarce, Taskforce has enabled us to ramp up the implementation of critical projects and processes utilizing its knowledge and talented people. Taskforce supports our ongoing RCM and call center needs as well as special projects with which it assists. They are a true partner and are a seamless extension of our team. We look forward to continued growth together in the years ahead.

Next Step



1

employee

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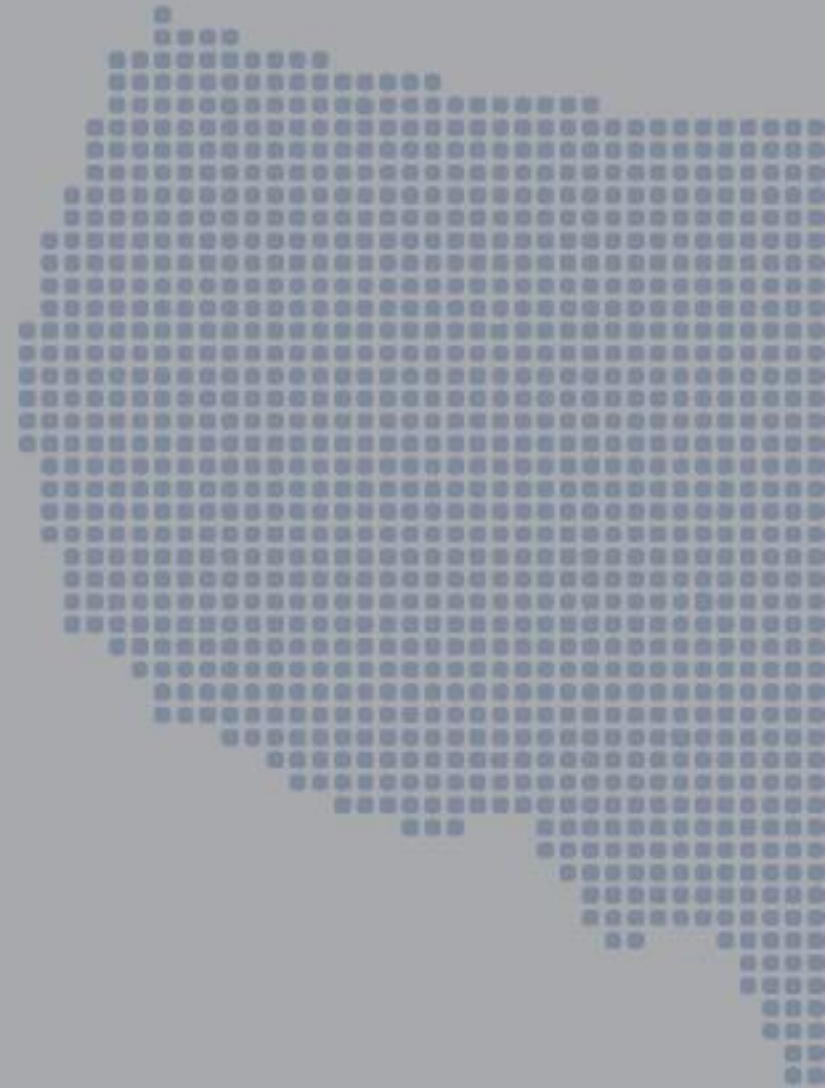


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