



Phone: 800-511-9981
sales@magellangsa.com
www.magellansolutionsusa.com
www.magellanGSA.com

Capabilities Overview

Magellan Solutions USA (MSUSA) is a Service-Disabled Veteran-Owned Small Business (SDVOSB) and Minority Small Business providing HIPAA-compliant healthcare contact center solutions. With 24/7 support from our U.S. and offshore locations, we deliver secure, patient-focused services to healthcare providers, hospitals, insurance companies, and medical organizations.

- 24/7 Inbound & Outbound Call Center Management
- Revenue Cycle Management Support
- Early-out collections
- Claims and Denial Management
- Medical Answering Services
- Telehealth Support
- Insurance Enrollment & Open Enrollment Support
- Live After-Hours Answering Services
- Prior Authorizations
- Bad Debt Collection (3rd Party)
- HIPAA-Compliant
- Wellness & Preventative Care Outreach
- Webchat
- Advanced Reporting

Clients

Competitive Differentiators



- Management team has extensive experience in healthcare administration and government contracting.
- Multi-lingual capabilities
- Global, scalable, and redundant best in class technology
 - Digital omnichannel customer communications platform options such as email, SMS, chat
 - Innovative case management workflows
 - Real time reporting customized by client
 - State-of-the-art Voice and Sentiment Analytics
 - Multiple certificates of compliance specific to data security standards, regulations, and laws
- Proven CPARS performance track record
- Financial stability, controlled growth strategy

Certified Diverse Supplier

Specific Pertinent Codes

Externally Audited Certifications



Tax ID Number: On Request
DUNS Number: 078585885
Cage Code: 6ZVT5
CA Corporate Number: 3534694
SBA SDVOSB Number:
 VSBC-52457727873
NAICS:
 561421 561442 561440 541612
 561320 541613 541511

SSAE18 SOC 1 and 2 Type II Certified
 GLBA
 ISO 9001-2008
 ISO 27001-2005
 ISO 27002
 TECHLOCK PCI DSS Certified
 HIPAA Compliant
 EO/EEO Mediation
 LEAN Six-Sigma

1220 Prospect Avenue Suite 202, Melbourne, FL 32904

Phone: 800-511-9981, Fax: 650-535-003, www.magellangsa.com