



Concierge service.
Measurable results.
Service excellence.

EVERY TPA PROMISES GREAT SERVICE.

Benefits consultants tell us the real challenge is what happens after implementation — inconsistent customer service, delayed claims resolution, and constant follow-ups that land back on their desk.

Pinnacle Health Solutions is built to prevent those issues through dedicated teams, long tenure, measurable performance standards, and full accountability across service and operations.

If service issues are landing
back on your desk, it's time
for a different experience.



SERVICE BUILT FOR ACCOUNTABILITY

CONCIERGE ACCOUNT MANAGEMENT

- Dedicated account teams with ~10 years average tenure
- Clear ownership led by senior account leadership
- Average account management response time under 4 hours
- Ongoing proactive support, including open enrollment and annual plan reviews

CUSTOMER SERVICE

- Dedicated, plan-trained service teams
- Care navigation and holistic member support
- Bilingual representatives

IMPLEMENTATION & OPERATIONS

- Structured, hands-on implementation
- Proactive eligibility management
- Integrated workflows across eligibility claims, and customer service

CUSTOMER SERVICE HIGHLIGHTS

88%
FIRST-CALL
RESOLUTION

27
SECONDS
AVERAGE SPEED
OF ANSWER

81.77%
OF CALLS ANSWERED
WITHIN 30 SECONDS

0.82%
ABANDONMENT
RATE

CLAIMS EXCELLENCE

6.86
DAY
AVERAGE
TURNAROUND

52%
OF CLAIMS
PROCESSED IN
ONE DAY

99.05%
FINANCIAL
ACCURACY

98.6%
PROCEDURAL
ACCURACY

We're here to help

Email our sales team at sales@pinnacle-health.com or visit pinnacle-health.com/excellence.