



## **Contact Tracing Call Center Services**

Connect.

Resolve.

Deliver.

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# Saving Lives and Preserving Valued Relationships



## Services

The Contact Tracing process can be extremely involved and time consuming. This is why government healthcare agencies look to Healthcare Solutions by SWC to manage the overwhelming task of staying ahead of the spread of the coronavirus while maintaining positive relationships within their community. We have 46 years of call center experience and have the expertise and flexibility to partner with you on your COVID-19 prevention measures.

- ✓ HIPAA and HITECH Act Compliant
- ✓ Secure PII Compliance
- ✓ Johns Hopkins University and ASTHO Certified COVID-19 Contact Tracer Trained Staff
- ✓ Multilingual
- ✓ Culturally and Linguistically Diverse
- ✓ Secure, 100% Recordable and Remote Accessible Telephony System
- ✓ Customizable Caller ID Message
- ✓ Omnichannel Communication Methods (Texts, Emails, Chat, Phone)

Healthcare Solutions by SWC's Contact Tracers are dedicated to their goal of preventing further transmission of COVID-19. Contact Tracing can be a very sensitive conversation and should be performed by those who are committed to a service that saves lives, and communicates with compassion, empathy and cultural humility. That is exactly how Healthcare Solutions by SWC Contact Tracers are trained and how we contribute to stop the pandemic that has plagued the country.

We recognize the need to educate those who have been exposed to infection on how to prevent further transmission, how to get tested, and when to quarantine. Early contact by a compassionate representative is the best way to avoid confusion, gather information and prevent transmission. We conduct interviews via the most effective means of communication and with proven effective techniques. Our Contact Tracers follow up and monitor the status of each case and their contacts meticulously tracking every communication.

Healthcare Solutions by SWC offers national multilingual Contact Tracing services, and we are ready to handle any size Contact Tracer staff requirement you may have from 5 Contact Tracers to 500.





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Contact Tracing  
Call Center Services



Healthcare Solutions by SWC appreciates the opportunity to support your Contact Tracing efforts. We have been providing call center services to government agencies, organizations and healthcare companies of all sizes for over 46 years and can fulfill your call center Contact Tracing needs. We ensure that those chosen to perform services maintain the highest quality of character, and meet every requirement dictated by your standards.

Our Covid-19 Certified Contact Tracer trained staff are ready to help you fight against the transmission of this horrible virus and help save lives in your community. We understand that time is against all of us and our rapid implementation helps you stay ahead of your Contact Tracing needs. It is anticipated that every case will have 40-75 contacts and fulfilling the specialized position for Contact Tracers can be exhausting. We are here to help!

Healthcare Solutions by SWC is ready to support your COVID-19 Contact Tracing efforts as you support your communities.

Sincerely,

Jeff Hurt  
Chief Executive Officer





## Proposed Contact Tracing Service

Healthcare Solutions by SWC follows the CDC and ASTHOs' proposed techniques in combination with our own to perform the services in a professional and effective manner.

# The 4 Steps of Contact Tracing

### For Coronavirus Disease 2019 (COVID-19)

1



#### Initial notification of the person under investigation (PUI).

Contact tracing should be initiated as soon as possible after a PUI is identified.

2



#### Interview PUI.

Interviews should include a discussion about confidentiality and verification of demographics (e.g., age, sex, race). Walk through the entire infectious period hour-by-hour and ask the PUI to share who they were in contact with during that time. Provide the PUI with guidelines on isolation to prevent spreading COVID-19 to others.

3



#### Locate and notify contacts who may have been exposed to COVID-19.

Inform them of their contact status and what that means. Assess for the presence of symptoms and provide contacts with guidelines on quarantine to prevent potential spread of infection.

4



#### Monitor contacts.

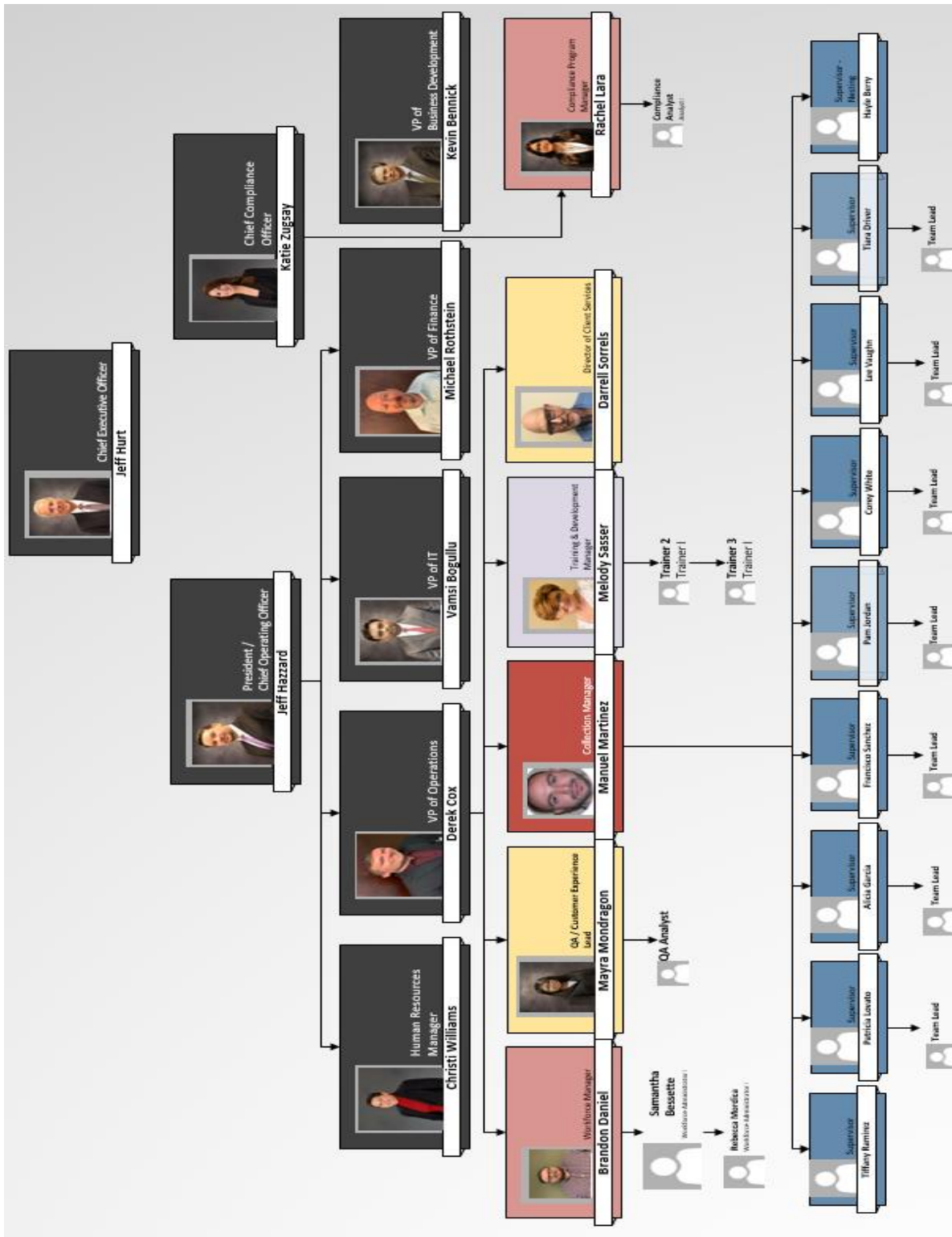
Follow up with contacts to make sure they are following the quarantine instructions, and to track the development of any potential COVID-19 symptoms.





# Organizational Charts

## Company Overview





## Single Point of Contact

Healthcare Solutions by SWC strives to simplify the process for any and all inquiries your personnel may have when working with us. Therefore, you will have a single point of contact to assist you with your needs after implementation.

## Proposed Methods to Accomplish Implementation, Transition, and Ongoing Operations

### Implementation and Transition Plan

A typical Implementation Plan can be implemented within 7 days of contract signing, and includes 5 steps:

- Phase 1: Project Initialization
- Phase 2: Mobilization and Requirements Documentation
- Phase 3: Approved Design and Configuration
- Phase 4: Acceptance Testing
- Phase 5: Go-Live

Upon the notification to start a program, Healthcare Solutions by SWC will develop and deliver an implementation for your approval to be implemented within 7 days. The plan will then be adjusted to address any staff concern. The implementation and transition of the project will be led by our COO/CIO, Jeff Hazzard, as an Executive Operations Support and Project/Implementation Manager. We would propose the use of the proven and detailed approach that has historically proven to be dynamic and effective.

The Implementation Client Manager will manage the relationship with you during the implementation process. The Implementation Client Manager is also responsible for delivery of special reporting requests you may have from time to time. They will schedule and manage calls and will be the liaison between you and Healthcare Solutions by SWC. Post implementation, you will have a single point of contact, our Client Service Manager for all of your needs.

### Secure Exchange of Information

Healthcare Solutions by SWC clients enjoy the ease of using Sharefile; this allows clients to simply drag and drop new cases, or any other type of file through the internet SFTP interface or through a SFTP API interface. In addition to this method, our IT staff can program any file format (excel, CSV, delimited) and will utilize the preferred format specified by you.

### Staffing

The majority of our business is with Fortune 100 companies and large government agencies. We have experience in rapid hiring projects requiring 100+ staff. We are capable of meeting any staffing needs for Training Certified Contact Tracers and back office staff with a high level of





qualified key and support personnel to perform the duties necessary to execute any program requirements.

### Servicing Bilingual Residents

Healthcare Solutions by SWC has consistently used diverse Contact Tracers and continues to do so today. SWC currently maintains an 86% diversity rating company wide. Because of our location we have the luxury of having a very diverse population in our city. This allows us to recruit and retain Contact Tracers who speak multiple languages including Spanish, French, Hindi, Yoruba (West African), Swahili, Kinyarwanda, Hindi and Arabic.

In addition, the following communication channels are available in both English and Spanish:

- IVR
- Texts
- Emails

## Security and Employment

Applicants do face to face interviews with a member of the HR team as well as a final interview with a Supervisor to ensure expectations of the job and the applicants needs are in tune with each other. Candidates go through a list of behavioral based questions and are asked to read a short script to ensure a good phone voice with good tone. Employment pends background and drug testing per client standards. Tests include: Criminal history check including felony and misdemeanor criminal convictions in all locations where the applicant/employee has resided or attended school in the immediately preceding seven (7) year period, and the national sex offender registry.

Drug testing to consist of a ten-panel urine analysis drug screen used to test for the presence of marijuana, cocaine, amphetamines, PCP, opiates/metabolites, barbiturates, benzodiazepines, propoxyphene, methadone, and methaqualone.

Verification of the individual's Social Security Number

Verification of the employee's citizenship, most recent country of permanent residence, and legal right to work in the jurisdiction in which the employee will be performing services on behalf of Healthcare Solutions by SWC.

All employees participate in security policy training during initial hiring, and then once a year thereafter. They also are tested for retention of the information and sign an acknowledgement which is kept in their personnel file.

Subcontractors are also provided with our security policy and an acknowledgement that they will comply. Compliance of our security policy is part of the annual audit of our subcontractors.







## FAQ's

What PES is conducted for all personnel (permanent, contract, and temporary personnel, including security guards and cleaning staff)?

All personnel employed by Healthcare Solutions by SWC must go through the same PES outlined in Security and Employment. Cleaning staff are subcontracted through our property management company, Billingsley, who must also perform a PES before being hired which include background tests and drug screening.

Where (address) would be providing services?

All services will be provided from SWC Group headquarters located at:  
4120 International Pkwy #1100  
Carrollton, TX 75007

Will any data be stored or processed offsite?

All data will be stored and processed in the SWC Group datacenter.

SWC Datacenter  
3010 Waterview Pkwy  
Richardson, Tx 75080



Provide a summary of the security controls in place at office facilities that hold or process information?

Our physical work site adheres to all data security standards set forth in our data security policies and procedures. These procedures include, but are not limited to, data classification, logical access control, physical access control, at rest encryption, data backups, password policy, equipment configuration guidelines, change management, data retention, security awareness training, incident response guidelines, and data incident handling procedures.

Healthcare Solutions by SWC is secured utilizing a badge access system with areas only accessible to designated personnel. All entries are logged and stored for a minimum of 1 year. All areas of the facility are monitored and recorded utilizing a digital CCTV system with recordings stored for 90 days. The primary server equipment is in a Tier 4 datacenter facility which utilizes dedicated a caged environment to ensure security. The SWC Group building utilizes a roving security patrol which monitors the facility 24 x 7.





Buildings 	Computer room 
<ul style="list-style-type: none"> <li>• Alarms</li> <li>• Security operations center</li> <li>• Seismic bracing</li> <li>• Security cameras</li> </ul>	<ul style="list-style-type: none"> <li>• Two-factor access control: biometric and card readers</li> <li>• Cameras</li> <li>• Days of backup power</li> </ul>

What is your detailed approach and methodology to securing proprietary information against unauthorized access? Information will include but will not be limited to our case’s personal identifiable information per SSAE standards.

SSAE18 Type II certified and ISO 27001 compliant.

SWC Group LP dba Healthcare Solutions by SWC currently has data security policies in place to protect non-public company and client information. We enforce strict physical and logic controls around client and case data to ensure it is maintained in a secure environment. Some of these controls include an IPS/IDS solution to continually monitor/alert for possible network intrusions, monthly internal/external security and penetration scans from an independent auditor, as well as various internal physical and logical security systems to prevent access to secure data. We utilize FireEye to prevent email phishing, impersonation, malware attacks and other email borne threats. SWC Group utilizes McAfee for antivirus and antimalware protection with signatures updated daily or as threats emerge. SWC Group also utilizes Cisco equipment for networking which is continually monitored and patched. The network design isolates group using V-Lans and firewalls to ensure protection. These data security components allow us to reduce the risk associated with the unauthorized access, disclosure, or destruction of SWC Group, client and case data.

Healthcare Solutions by SWC uses encryption technology for standard file transport (SSH/SFTP) and encryption at rest for non-public information or personally identifiable information in order to protect sensitive data.

Our Contact Tracers must abide by a clean desk policy, that prevents them from having the possibility of stealing any exposed case related information. There is also a rule preventing Contact Tracers from having their cell phones on the call center floor—instead, they must keep their cell phones, as well as any personal items in their locker located in a separate room. Our Contact Tracers do not have internet capability.

Healthcare Solutions by SWC is audited monthly, quarterly and annually by a qualified QSA and it completes an annual PCI and SSAE18 audit and certification.





If applicable, please describe at a high level the backup procedure as it pertains to data.

The Healthcare Solutions by SWC backup environment is architected using redundant storage arrays at our primary and secondary data centers. Data is backed up on an ongoing basis using log shipping to ensure Healthcare Solutions by SWC can recover to a point in time.

How is logical user access controlled on systems processing data?

Healthcare Solutions by SWC maintains an extensive security and compliance infrastructure due to the sensitive nature of the data that is processed and its involvement in the healthcare industry. All access to the network is controlled through an active directory, which allows us to ensure that client data is viewed and accessed by the appropriate personnel based on job role and assignment. Audit logs are maintained to ensure that all activity can be accounted for and tracked for auditing purposes. We employ security programs for internal personnel which require our employees to maintain confidentiality of client and case information. All employees receive information security training on an annual basis to ensure that our clients' data, and their community's data, remains confidential.

## Disaster Recovery and Backup Plan

Do you currently have an Emergency Management Team identified and in place?

Yes, Healthcare Solutions by SWC does have an Emergency Management Team in place should the need arise. The team includes: the CEO, President, Director of Information Technology, Director of Finance, Director of Operations, Director of Administration and Client Service and necessary support staff. Their role in the disaster recovery is determined by type of disaster, magnitude and location of disaster.

Provide a description of the notification time frames after declaration of a disaster, and which sponsors will be contacted.

If a major disaster occurs, it is the responsibility of the individual client account manager to notify each client within 24 hours. Client sponsor contacts will be determined during the implementation plan.

Describe the frequency and ways in which business continuity plans are tested.

Our disaster recovery and business continuity contractors are testing by a third-party auditor once a year.

Describe the minimum advanced notice we would receive for any changes made to the Proposer's business continuity plans.

Your designated contact would be notified within 24 hours of any changes made to Healthcare Solutions by SWCs' business continuity plan.





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