



**FUTURE
PROOFING**
DIGITALLY

PENA4 MANAGEMENT TEAM

Founder Manny Peña launched Pena4 with one primary goal: to develop collaborative, outsourced workforce solutions that bridge the gap between people and technology.

Today, our vision remains the same. Pena4 is dedicated to creating customized, remote revenue cycle management, and virtual staffing strategies that increase our clients' financial and operational health.

MANNY PEÑA, RHIA - CHAIRMAN & CEO

Manny Peña, RHIA, has more than 30 years of expertise in health information management services. He founded Pena4 Inc. (originally named H.I.M. ON CALL, Inc.) in 1998 and currently serves as Chairman and CEO.

JOSEPH J. GURRIERI, RHIA, CHP - PRESIDENT & COO

Joseph has more than 25 years of experience in health information management, technology, and consulting. He has been in a leadership role with Pena4 Inc. since 2006 and currently serves as President & COO at Pena4.

EILEEN PEÑA - CORPORATE CHIEF FINANCIAL OFFICER

Eileen has more than 20 years of Finance and Business Management experience with a focus on marketing, human resources, and finances. She is part of Pena4's executive leadership team since the founding of Pena4 and currently serves as Pena4's Corporate Controller.

RICHIE PEÑA - VICE PRESIDENT, BUSINESS DEVELOPMENT & SALES

Richie has more than 17 years of experience in business development, human resources, training, and consulting. He's held several roles since the founding of Pena4 including sales, business development and client services. Richie currently serves as Vice President of Business Development and Sales at Pena4 Inc.



PAUL R. STRAFER, RHIA, CCS - SENIOR DIRECTOR, CLIENT SERVICES & IMPLEMENTATION | PRIVACY OFFICER

Paul is approaching 15 years of health information management (H.I.M.) experience including Release of Information (ROI), managing discharged not final billed (DNFB) cases, and medical coding. He has been in a management role with Pena4 Inc. since 2014 and currently serves as Director, Client Services & Consulting and Privacy Officer at Pena4.

DEB TETREAU, RHIT, CHIM - REGIONAL DIRECTOR, CODING & CONSULTING SERVICES (CANADA)

Deb has more than 30 years of health information management (H.I.M.) experience with a focus in data collection, data quality monitoring, and data standard development within Canada and the U.S. She has been in a leadership role with H.I.M. ON CALL Canada, a Pena4 company, since 2017 and currently serves as H.I.M. ON CALL/Pena4's Regional Director, Coding and Consulting Services.

CASSIE MILLIGAN, RHIT, CCS - DIRECTOR, CODING, DATA QUALITY & EDUCATION

Cassie Milligan has more than 30 years of experience and thorough understanding of H.I.M. technology systems including many encoders and EMR systems. Cassie has worked at Pena4 Inc. since 2015 and currently serves as a Quality Improvement Coordinator.

CARRIE HARRIS, SHRM-CP - DIRECTOR, HUMAN RESOURCES & RECRUITING

Carrie has more than 18 years of extensive human resources experience. She has been in a leadership role with Pena4 Inc. since 2016 and currently serves as Director, Human Resources & Recruiting at Pena4.

CAROLINE DELACRUZ, B.S., RHIT, CCS-P, CPC - MANAGER, COMPREHENSIVE OUTPATIENT REVENUE INTEGRITY SERVICES & CODING

Caroline has more than 27 years of health information management experience. She has been in a management role with Pena4 Inc. since 2018 and currently serves as Manager, Comprehensive Outpatient Revenue Integrity Services & Coding at Pena4.

**JOSEPH THEKKEYIL CHACKO - MANAGER, MEDICAL CODING
& AUDITING | PENA4 TECH**

Joseph Thekkeyil Chacko has 14 years of experience in medical coding, with hands-on experience in outpatient, and inpatient coding. He is Manager for Coding Quality at Pena4tech since 2019.

**PRATHEEP GEORGE - DEPUTY GENERAL MANAGER -
MEDICAL BILLING SERVICES/RCM | PENA4 TECH**

Pratheep has more than 20 years of experience in Patient Financial Services (PFS) and Revenue Cycle Management (RCM). He is the head of Pena4's Medical Billing and RCM division overseeing the implementation, operations, and staff for Pena4's entire RCM division since 2021.

**HARISH MUTCHACA - DEPUTY GENERAL MANAGER -
CODING, DATA QUALITY & EDUCATION | PENA4 TECH**


Harish has more than 20 years of experience in coding, quality assurance, and education. Since 2004 he has led Pena4's coding production, coding quality, and coding education division and is responsible for over 250 inpatient and outpatient coding professionals and the deliverables for our clients.

**RIMUS GONZALEZ - DEPUTY GENERAL MANAGER -
SALES & BUSINESS DEVELOPMENT | PENA4 TECH**

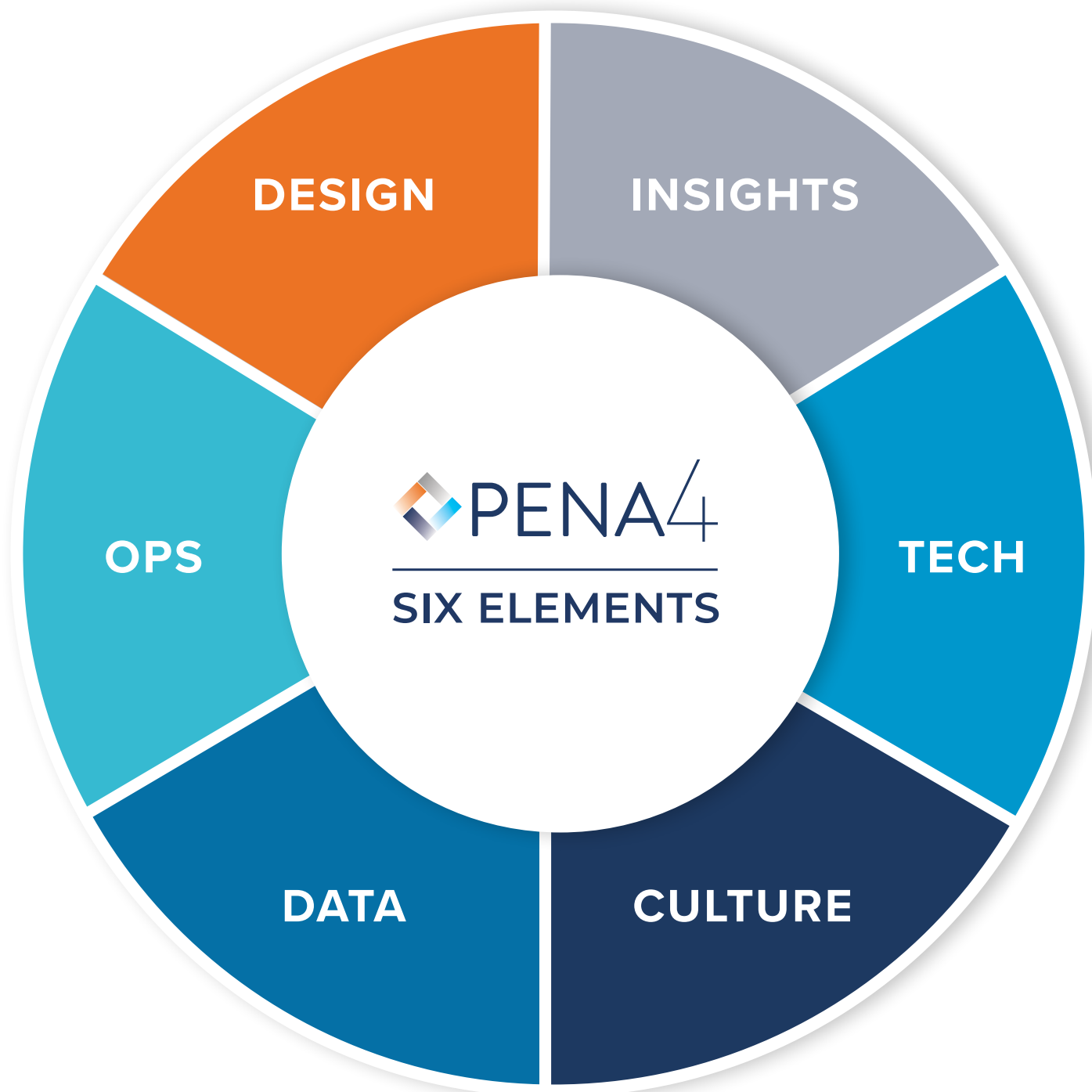
Rimus has more than 20 years of experience in sales and business development. Since 2021 he has led Pena4's sales and business development initiatives, team, and process.

**ANNA LISA RUSSO-SCHOLER, RHIT, CCS, CDIP -
QUALITY IMPROVEMENT COORDINATOR**

Anna "Lisa" has more than 25 years of health information management experience. She has been with Pena4 Inc. since 2019 currently serves as a Quality Improvement Coordinator.



A FAST-GROWING DIGITAL SOLUTIONS COMPANY
with a global presence.



PENA4 COLLABORATES WITH OUR CUSTOMERS
AS “ONE TEAM” *to deliver exceptional
CX Strategy Solutions.*

1

INTEGRITY

We prioritize integrity engagement to ensure client peace of mind.

2

**PROFESSIONAL
COMPETENCE**

Our professionals continuously hone their skills to stay ahead of rapidly changing technologies.

3

**CUSTOMERS
FIRST**

Sure, we care about our bottom line, but we value our customers' businesses more.

4

**TURNAROUND
TIME**

Pena4's workforce hits delivery milestones to support our partners' business mandates.

5

QUALITY

We value quality above all else. High-caliber deliverables and industry-leading outcomes are key to our success.



THE MASTER IN THE *Health Domain*

- ✓ Pena4 has developed specialized solutions in the Healthcare, Learning, Sales, & Customer Services domain.
- ✓ Pena4 has helped bridge the divide between domain and technology for customers that include world-leading hospitals, clinics, insurance companies, and services companies.
- ✓ Pena4 solutions have helped healthcare practitioners access patient health records, track and monitor clinical data, manage hospital business processes and workflows, and help organizations achieve up to 60% savings.
- ✓ Over the past few years, Pena4's healthcare team has also developed in-depth expertise in industry standards such as HIPPA, HL7, DICOM & HITRUST.

DOMAIN EXPERTISE / SOLUTIONS COVERAGE

- | | | |
|--------------------------------------|-------------------------------------|----------------------------------|
| ✓ Medical Coding & Auditing | ✓ Human Resources & Staffing | ✓ Workflow & Document Management |
| ✓ Electronic Health Records | ✓ Medical Billing | ✓ Customer Services Support |
| ✓ Healthcare Analytics | ✓ Healthcare Operational Assessment | ✓ Healthcare Industry Standards |
| ✓ Clinical Data Management | ✓ Decision Support | ✓ IT Support |
| ✓ Patient Monitoring & Communication | ✓ Patient Engagement & Assistance | ✓ Finance Support |
| | ✓ Virtual Assistants | |

THE PENA4 *Advantage*

Save up to
60%
with Virtual
Staffing Solutions

***Pena4 partners with executives in multiple verticals
to streamline efficiencies and cost savings***



HEALTH INFORMATION

Maintain compliance, refine workflows, and meet patient expectations



REVENUE CYCLE

Support financial viability from claims processed through medical billing



HUMAN RESOURCES/STAFFING

Expend your team with service capabilities without increasing risk to your organization



VIRTUAL ASSISTANTS

Pena4's Virtual Assistant capabilities help large organizations, solopreneurs, and individuals access skilled, trained, and professional Virtual Assistants who perform a wide range of tasks

OUR VIRTUAL RESOURCES DELIVER SAVINGS FOR OUR CLIENTS.

HEALTHCARE REVENUE *Cycle Services*

Superior Medical
Coding since
1998



**COST
SAVINGS**



**INCREASED
REVENUES**



**24/7
COVERAGE**

Meet consumer need and industry standards

Healthcare organizations are under increasing pressure to continuously improve the patient experience amid diminishing profit margins, declining reimbursements, and elevated operational risks. Pena4's revenue cycle management services deliver customized solutions that drive billing and paying efficiencies, achieve key performance indications, and resolve reimbursement denials and disruptions.

Pena4's comprehensive revenue cycle management capabilities include:

- | | |
|---|---------------------------|
| ✓ Medical Coding | ✓ CDI |
| ✓ Consulting | ✓ CDM |
| ✓ Medical Billing & A/R | ✓ Education/Training |
| ✓ Comprehensive Outpatient Revenue Integrity Services | ✓ Interim Management |
| | ✓ Operational Assessments |

Reduce Denials and Accelerate Payments

Pena4 serves as an experienced extension of your team. We're not just your go-to medical coding provider – we are your proven medical coding partner. Our outsourced and offshore professionals increase coding capabilities and elevate overall revenue cycle performance.

We support all healthcare settings, including:

- ✓ Acute Care Hospitals
- ✓ Critical Access Hospitals
- ✓ Long-Term Acute Care & Skilled Nursing Facilities
- ✓ Ambulatory Surgical Centers
- ✓ Medical Practices and Clinics

CONSULTING & EDUCATIONAL *Services*

Promote a Culture of
**MEDICAL
CODING
EXCELLENCE**

Consulting Services

Our team of H.I.M. executives has an average of more than 20 years of hands-on H.I.M. experience with specific focus on:

- ✓ Operations and interim management
- ✓ Revenue cycle
- ✓ Medical coding
 - ✓ Assessments
 - ✓ Analysis
 - ✓ Audits

Our consulting services support revenue capture for healthcare systems, providing data outcomes to make informed decisions and manage processes.

Education Services

Pena4's suite of education programs and resources deliver critical insight, expertise, and industry leadership. Our educational services help H.I.M. professionals achieve medical coding excellence and complete compliance. Pena4's course selection covers vital information, such as:

- ✓ Quarterly Review of AHA Coding Clinics
- ✓ Quarterly Review of CPT Assistants
- ✓ Annual ICD-10 Coding Updates
- ✓ Annual CPT Code Updates
- ✓ Annual OIG Work Plan
- ✓ Comprehensive Documentation
- ✓ Hierarchical Condition Categories
- ✓ Changes and Updates to CMS IPPS and OPPS systems
- ✓ Regulatory and Compliance Issues/Updates

OFFSHORE STAFFING *Solutions*



Pena4's offshore staffing solutions offer our partners access to elite remote talent across multiple verticals, including:

- ✓ Administrative
- ✓ Finance
- ✓ Human Resources
- ✓ Information Technology
- ✓ Healthcare
- ✓ Legal
- ✓ Operations
- ✓ Customer Support

Advantages to Pena4's Offshore Staffing Services



COST REDUCTION

- ✓ Pena4 helps you realize true cost savings without compromising quality.
- ✓ You gain immediate access to a talented pool of highly educated and experienced resources across multiple disciplines and industries.
- ✓ We provide customer service excellence and continuous quality improvement.



FOCUS ON PRIORITIES



CUSTOMER SATISFACTION

- ✓ Our customer service professionals develop and maintain relationships with your clients, providing firsthand feedback about their interest in products and services.
- ✓ With your back-office functions outsourced to Pena4, your organization can refocus its attention on areas required to grow the business and revenue.



LATEST TECHNOLOGY

OUR OFFSHORE STAFFING SOLUTIONS DELIVER

five significant benefits to our clients:

1

INCREASE QUALITY AND EFFICIENCY

The power of a remote workforce continues to grow, allowing organizations to tap into talent on a global scale. Pena4 offers managers immediate access to an elite pool of highly educated and experienced resources across multiple disciplines, specialties, and verticals.

2

MEET CUSTOMER DEMAND

Managing support tasks wastes time and keeps you away from your business's core responsibilities. Pena4's offshore staffing solutions equip organizations to outsource their back office job operations, including admin, IT, finance, operations, and legal. Entrusting your manual-intensive functions to Pena4 allows you to meet customer demand and refocus on growing your business and bottom line.

3

SCALE UP OR DOWN

Staffing flexibility is critical in any economic climate. Our virtual staffing strategies are customized to meet and evolve with our client's current workforce demand. You can scale up as needed, without the upfront expenses, risk, or losses that come from scaling down.

4

SAVE MONEY

Pena4's virtual staffing services are bundled into a set monthly fee. Each payment covers periphery costs such as IT equipment, office space, furniture, support staff, payroll services, employee engagement costs, and more.

5

MAINTAIN FULL CONTROL

When we say we source top-performing talent, we mean it. We only recruit professionals with four-year college degrees. Additionally, the Pena4 model allows clients to train and employ resources who fit into your existing corporate culture. Most importantly, Pena4 adjusts to your practices and technology, ensuring you retain full control of the entire staffing process.

WE CONNECT PEOPLE *with technology*

Our Innovative Virtual Staffing Solutions Deliver:



VETTED RESOURCES

Access high-performing, talented, and credentialed professionals ready to hit the ground running



UNMATCHED FLEXIBILITY

Grow, scale, and downsize your offshore staffing resources to meet your business needs and client demands



DATA PROTECTION

Prioritize data protection in all remote environments for peace-of-mind placements



DATA & ANALYTICS – *Transforming Data Into Meaningful Insight*



DATA STRATEGY

We partner with your team to help define your data analytics vision and roadmap.



DATA MANAGEMENT

We help optimize data collection and storage for performance, security and cost efficiency.



CLOUD NATIVE

We are experts in a range of cloud data platforms, and will work to architect the right technology mix.



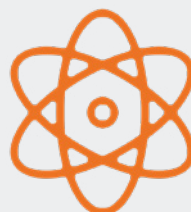
VISUAL ANALYTICS

We help analyze big and small data visually to detect trends, patterns and outliers.



EMBEDDED SOLUTIONS

Our collaborative, cross-practice teams enable us to create world-class embedded solutions.



BUSINESS INTELLIGENCE

We are continuously expanding our BI DELTEAI/ML to help solve business science challenges.



DESIGN SERVICES – *We Craft Intuitive User Experiences*



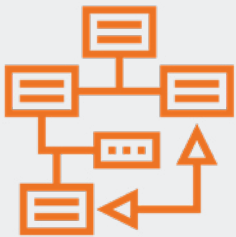
USER RESEARCH & ANALYSIS

We discover the objective, target audiences & their expectations.



DESIGN STRATEGY

We merge business objectives with creative solutions.



WIREFRAME & PROTOTYPING

We create wireframes & prototypes to convey the high-level concept vision and roadmap.



INTERACTIVE DESIGN

We design engaging interfaces to ensure enriched experiences.



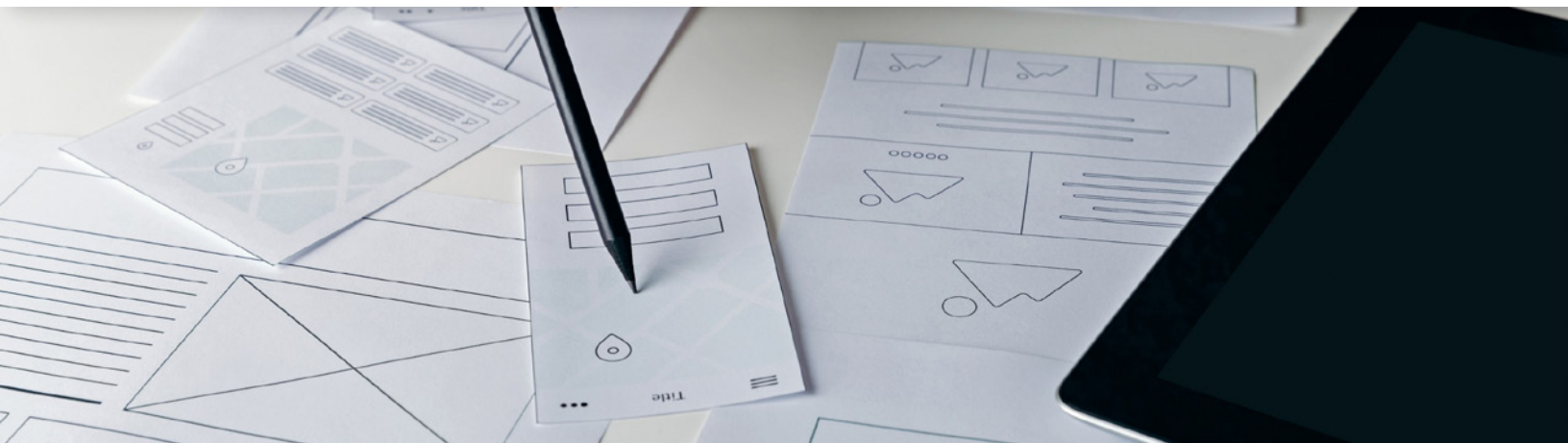
UI DESIGN & DEVELOPMENT

We design and develop business ideas into meaningful user stories.



USER & USABILITY TESTING

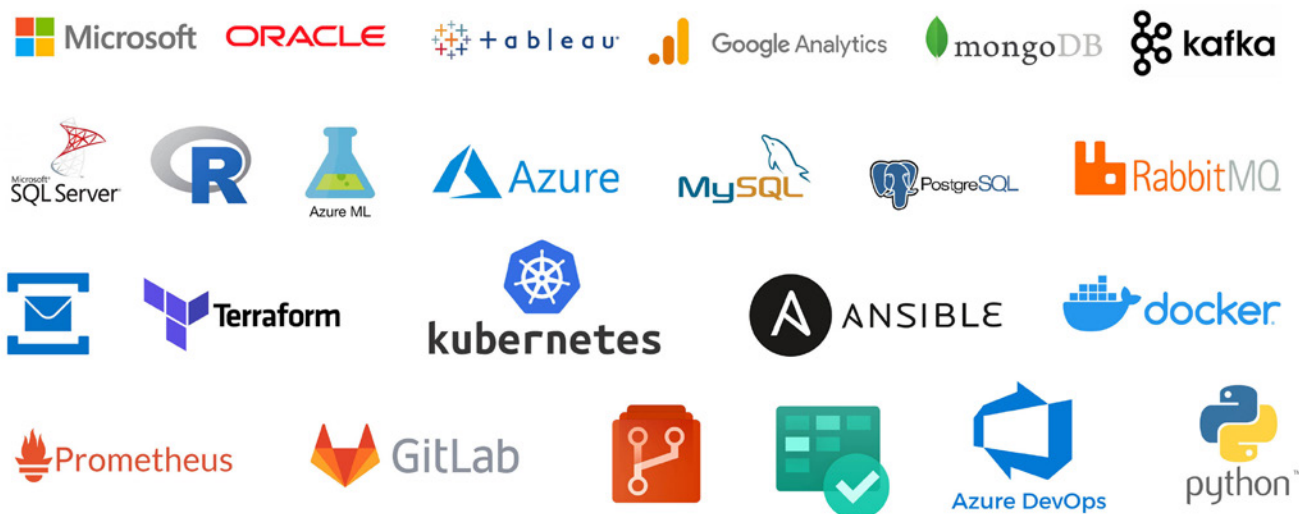
We follow industry standards and use reliable testing tools to deliver the best results.



TECHNOLOGY PLATFORM *and Frameworks*

MOBILE APPS	 iOS   Flutter  React Native  Xamarin
WEB FRONTEND	 HTML5  CSS3  JS  Bootstrap  jQuery  ANGULAR  React
WEB BACKEND	 node.js  .NET  .NET Core  Java  php  Dash  django  python
DATABASES	 MySQL  Microsoft SQL Server  PostgreSQL  mongoDB  redis  elastic
CLOUD/ INTEGRATION	 Microsoft Azure

Tools & Platforms We Use



INFRASTRUCTURE WITH *24/7 ROUND-THE-CLOCK COVERAGE*



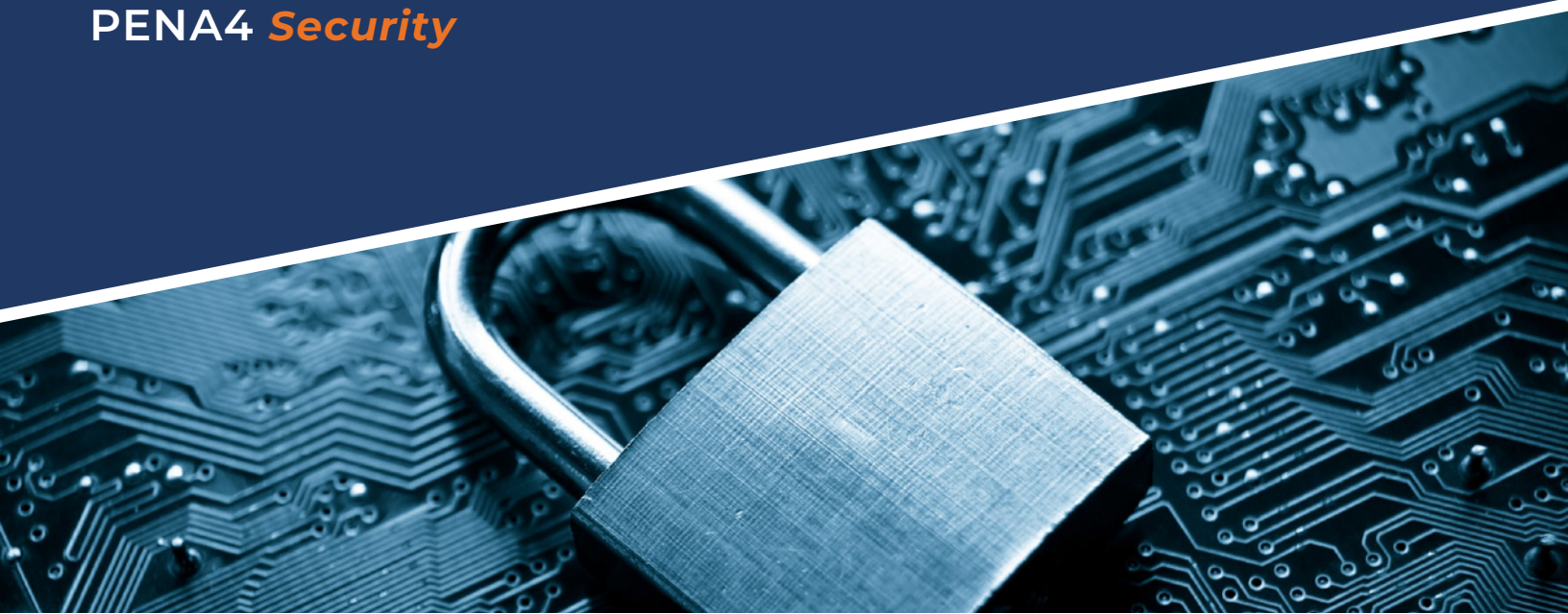
Offices

We firmly believe that having a strong infrastructure support is the base for good business relations.

We are strategically located in Vizag & Hyderabad, India (Pena4 Tech); Whitehall, Pennsylvania (Pena4); and Ontario, Canada (H.I.M. ON CALL)

We care for your data privacy as much as we care for ours. Our servers and systems investments include:

- ✓ 300+ computers with the latest configurations that support high-end data entry and processing
- ✓ State-of-the-art SOC2 compliant data centers with 99.9% uptime and redundancy
- ✓ Latest licensed Antivirus & Firewall protected servers for maximum data security



We value security as much as we value privacy. Our security arrangements include:

- ✓ HD 1080p CCTV cameras covering the entire flange
- ✓ Real-time desktop recording system
- ✓ Latest licensed antivirus & firewall protected servers for maximum data security

Confidentiality

We value your data confidentiality and hence follow stringent security and privacy policies:

Security Policy

- ✓ All our employees are bound with strict non-disclosure and non-compete agreements
- ✓ Well-protected document storage
- ✓ Only authorized entry for employees
- ✓ Property well-guarded by professional guards
- ✓ No entry allowed for unauthorized items and persons inside the office premises

Privacy Policy

- ✓ We assure that none of our employees or representatives will disclose any bid or project details to third parties without proper authorization from the client
- ✓ We assure that the complete copyrights of all data in raw, print, digital, processed and finalized form is owned by our clients
- ✓ We will destroy or hand over all data pertaining to a completed project once the client has approved

PENA4 *Verticals*



BFSI



EDUCATION



HEALTHCARE



MEDIA



RETAIL



AUTOMOTIVE



TRANSPORTATION



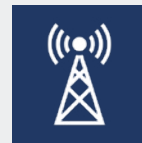
REALTY



TECHNOLOGY



TOURISM



TELECOM



E-COMMERCE



WHO WE *Serve*

Lower Costs Drive ROI

Pena4 helps partners across multiple verticals and industries lower hiring risk, expedite talent sourcing, and protect profit margins across every phase of the revenue cycle. Our extensive service strategies make us an ideal resource for:

- | | | |
|-------------------|-------------------|----------------------|
| ✓ Human Resources | ✓ Business Owners | ✓ IT Leaders |
| ✓ H.I.M. Leaders | ✓ CFOs | ✓ Finance Leaders |
| ✓ RCM Leaders | ✓ CEOs | ✓ Compliance Leaders |

A Few of Our Clients



CONTACT PENA4 TODAY

Main: 610-435-5724

Sales: 610-222-6183

E-Mail: Sales@Pena4.com

CONNECT TODAY



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