# Sutherland Healthcare's Global Delivery Locations

It's important to leverage a global delivery model in healthcare. Whether it's for business continuity, disaster recovery, regulatory requirements, political reasons, costs, or to gain 24/7 capabilities, using a global delivery model provides healthcare organizations with the necessary flexibility they need to easily absorb unforeseen risks.

Sutherland has more than 15 dedicated healthcare global delivery sites in four countries. These sites give our clients the flexibility they need to meet their business goals and to proactively prevent future concerns.

# UNITED STATES

## Clifton, New Jersey

Our Clifton, New Jersey site serves as the headquarters for Sutherland's healthcare operations. This site delivers sales and top-notch customer care to our health plan, health provider, and government clients. The current service offerings include coding, contact center, and revenue cycle management services.

Clifton is approximately 18 miles away from New York City, and 99 miles from Philadelphia. Located between two bustling cities, the state of New Jersey ranks among the top three most diverse states in the nation.

**Syracuse New York**

**Clifton New Jersey**

**Chesapeake Virginia**

**Torrance California**

**Houston Texas**

**Coral Springs Florida**

## Chesapeake, Virginia

The Chesapeake, Virginia site was established in April of 2004. This site, our healthcare and insurance center of excellence, delivers sales and exceptional customer engagement, provider data management, and claims administration to our health plan clients. The current service offerings include back-office, sales, customer support, demand generation, email, tech support, voice, claims processing, credentialing, and denial management. Our Chesapeake site received accreditation via the Utilization Review Accreditation Commission (URAC) in August of 2016.

Chesapeake is the third largest city in Virginia and is a four-hour drive from Washington, DC. It has a diverse economy based on private enterprises, tourism, and a strong military presence. Chesapeake has a large number of military veterans, a demographic Sutherland works hard to recruit due to their incredible work ethic and unwavering commitment to get the job done.

## Coral Springs, Florida

The Coral Springs, Florida site was established in May of 2014. This site delivers sales and customer engagement solutions to our health plans and health providers clients. Current services include contact center management for member and provider calls, in addition to billing and collections.

Coral Springs is in southern Florida along the Atlantic coast, approximately half an hour from Fort Lauderdale, one hour away from Miami, and four hours away from Tampa. It has been praised in recent years for its economic strength, diverse labor pool, and vibrant location.

SUTHERLAND

# UNITED STATES



## Syracuse, New York

Our Syracuse site opened in 1998 and is one of our leading contact center locations for health plans. Current services include contact center management for member and provider calls, in addition to billing and collections.

Syracuse is in central New York and is the fifth largest city in New York. The city itself is a hub for medical and technology firms and is home to one of the nation's top research universities, Syracuse University. The city of Syracuse has transformed itself from a manufacturing city to a city companies consider when relocating their finance, IT, and business services operations due to their strong labor pool.

Syracuse New York

Clifton New Jersey

Chesapeake Virginia

Houston Texas

Torrance California

Coral Springs Florida

## Houston, Texas

Opened in October of 2012, our Houston, Texas site functions as one of our lead contact center and claims administration locations for health plans. Given the growth of Houston and the surrounding areas, this site continues to scale quickly and is a favorite of many US health plans.

Houston is diverse and multicultural—with 49% of its population comprised of African Americans, Hispanics, Native Americans, Asians, and Pacific Islanders, among others—thanks in part to its various academic institutions and industrial presence, as well as being a port city.

## Torrance, California

The Torrance, California site is one of our leading sites for health plan, health provider, and government healthcare services. The current service offerings include billing and collections, customer engagement, and full business office services.

Torrance is in southern California and is just twenty miles outside of Los Angeles along the Pacific Coast Highway. Between the warm climate and the high quality of life California is known for, Torrance has proven to be an excellent place for business.

## Work-at-Home

There's one other option many organizations often forget about and that's leveraging a work-at-home workforce. Sutherland has more than 1k agents working for 20 clients. This is an already proven model that increases customer satisfaction, improves employee morale, lowers turnover, and improves operational results, all while giving access to a much larger talent pool at a predictable cost.

Whether it's handling member calls, coding provider claims, or providing other forms of process and health IT services, a work-at-home option is another delivery option to consider.

# JAMAICA

### Kingston, Jamaica

Since its groundbreaking in September 2012, Kingston has been a hub of Sutherland's leading edge customer experience and business process transformation capabilities in Jamaica. Kingston is the capital and largest city in Jamaica and was largely underutilized for healthcare services before Sutherland.

To find the best talent, we formed a partnership with the University of the West Indies (UWI) to support a model that offers a captive labor pool constantly being replenished at our Kingston facility. Students are able to "Earn Where You Learn" in part-time positions, and conveniently live on or within walking distance of campus.

Kingston

SUTHERLAND

# INDIA

## Hyderabad, India

Our Hyderabad sites were established in January of 2014. These facilities provide full business office, medical coding, third-party recovery, billing, collections, credentialing, claims resolutions, and A/R management to health plans and health providers. Our main Hyderabad site was also give URAC accreditation in August of 2016.
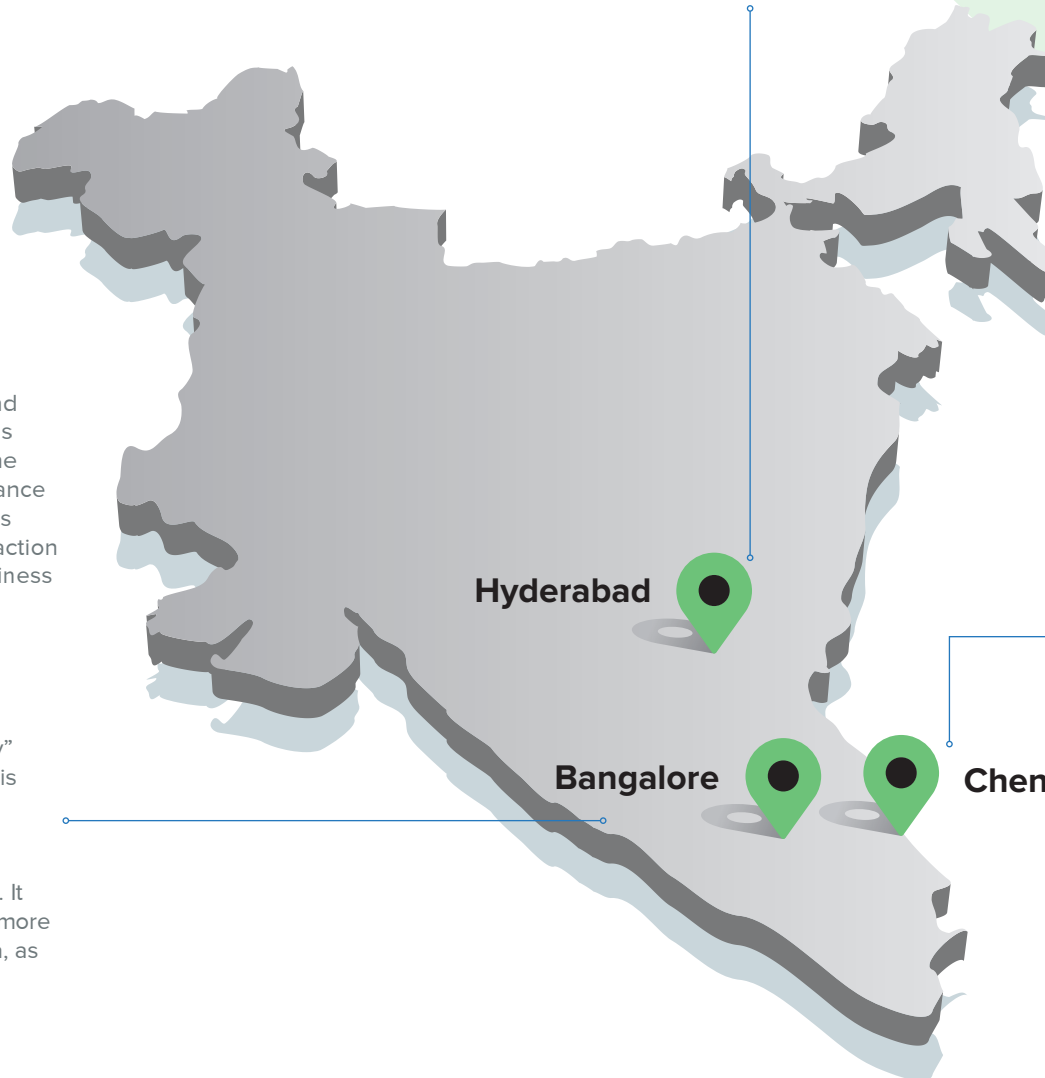
Hyderabad is in the southern state of Andra Pradesh, India. It is a well-known center for information technology and is commonly referred to as "Cyderabad." Several technology giants, like Microsoft and Google, have invested to evolve the city into an information technology hub and expand its infrastructure.

## Bangalore, India

Our Bangalore site was established in December of 2013. This facility and city provide cost-effective operations to support our healthcare clients. The current service offerings include finance and accounting (F&A), patient access services, third-party recovery, transaction services, billing, collections, full business office, claims administration, and software development.

Bangalore serves as the capital of Karnataka in southern India. It is commonly referred to as "garden city" and the "Silicon Valley of India," and is known for its pleasant weather year-round. Bangalore is the third most populated city in India with a large information technology (IT) presence. It has a reputation of being one of the more established educational hubs in India, as well as being culturally diverse.

## Chennai, India

Chennai is an established city with a large concentration of business process transformation organizations. Opened in 2007, our various Chennai sites are home to provider data management, claims administration health IT, revenue cycle management, and coding services for health plans, health providers, and healthcare software vendors.

The city is located on the southeast coast of the Bay of Bengal in India and in the northeast corner of the state of Tamil Nadu. It has a diversified economic base and is home to many thriving industries. Chennai also has a large metropolitan population with more than eight million people.

**Hyderabad**

**Bangalore**

**Chennai**

SUTHERLAND

# PHILIPPINES



## Cubao, Philippines

The Cubao site was established in January of 2012 and provides cost-effective and efficient operations for our health provider clients. The primary service offering from this location is medical coding and contact center services.
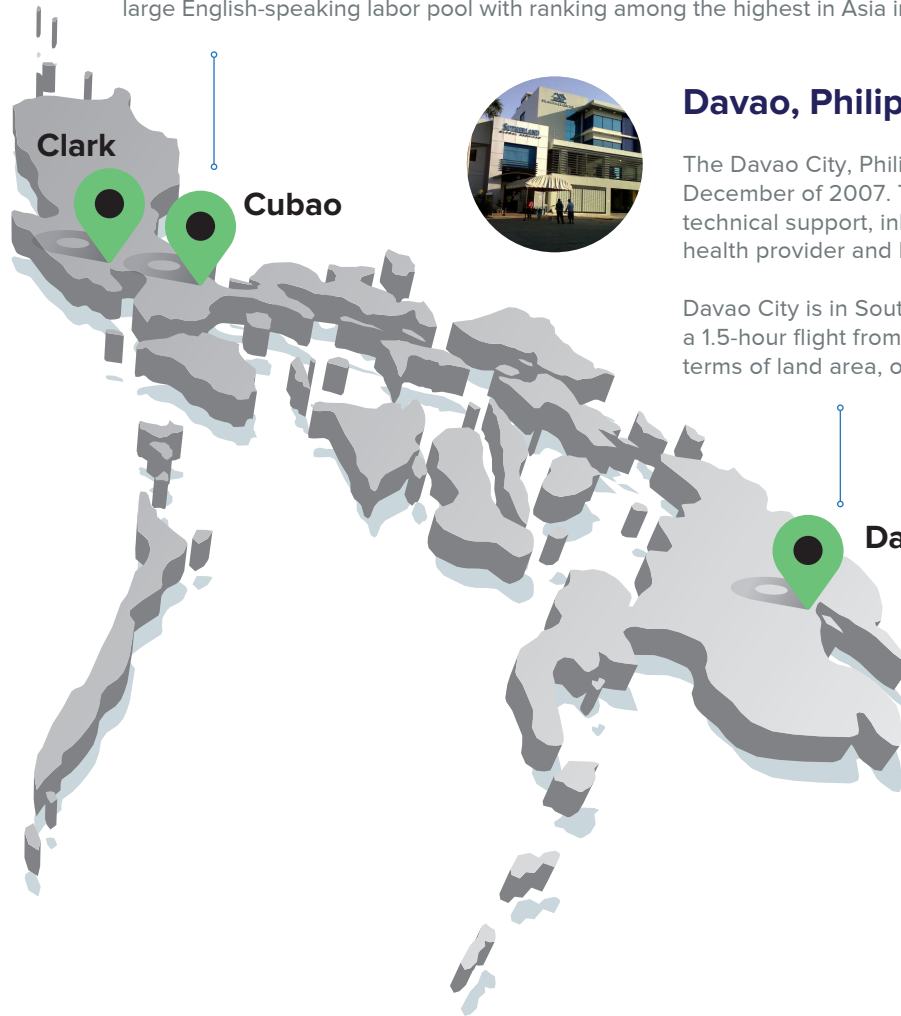
Cubao is located within Quezon City, known for being the most populous city in the Philippines. Cubao possesses a large English-speaking labor pool with ranking among the highest in Asia in terms of graduates who speak English.



## Davao, Philippines

The Davao City, Philippines business center was established in December of 2007. This site delivers exceptional customer care, technical support, inbound sales, as well as back-office support to our health provider and health plan clients.

Davao City is in Southern Philippines on Mindanao Island, approximately a 1.5-hour flight from Manila. It is the largest city in the Philippines in terms of land area, occupying an area of 2,444 square kilometers.



## Clark, Philippines

The Clark site was established in August of 2006 and is located within Angeles City, in the province of Pampanga, on the site of the former Clark airfield. This facility provides services for our health provider and health plan clients. The current services offerings include coding, contact center, and nursing services.

Clark is one of the most ideal locations in the Asia-Pacific region due to its inexpensive operation and labor costs, as well as subsidies and tax breaks.

**Clark**

**Cubao**

**Davao**

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, NY, Sutherland employs thousands of professionals spanning 20 countries around the world.