



# Transforming Healthcare Access. Strengthening Community Healthcare Centers



Bryan Gray is **Chief Commercial Officer** at **TLCx** — a veteran-owned leader in **customer experience solutions**.

**Human-First. Tech-Powered. Results-Led. Adaptable by Design.**

With more than **20 years** driving CX excellence, Bryan has led high-impact initiatives that fuse intelligent automation with genuine human empathy—delivering seamless, personalized journeys that boost loyalty, slash friction, and fuel sustainable growth for global enterprises across healthcare, retail, finance, and beyond.

Bryan's leadership philosophy is rooted in the belief that technology should amplify — never replace — the human connections at the heart of healthcare. Under his guidance, TLCx has developed solutions specifically designed for the unique demands of community health, where accuracy, compliance, and empathy are non-negotiable. His vision drives the company's mission to ensure that every patient interaction is handled with care, dignity, and operational precision.

HUMAN-FIRST

TECH-POWERED

RESULTS-LED

ADAPTABLE BY DESIGN

# Across the United States, Community Health Centers serve as the frontline of care for millions of Americans.

They provide essential services to underserved populations, often acting as the only consistent access point for primary and preventive healthcare. This document explores how TLCx — in partnership with Commonwealth Purchasing Group — is building scalable, patient-first access infrastructure to strengthen the communities that need it most.





## ⚠️ CHAPTER 1: THE CHALLENGE

# A Perfect Storm Facing Community Health Centers

Community Health Centers across the nation are navigating an unprecedented convergence of operational pressures. As outlined in TLCx's recent partnership overview with Commonwealth Purchasing Group, CHCs are contending with challenges that threaten their ability to fulfill their core mission — providing accessible, high-quality care to underserved populations.

These challenges are not abstract. They are operational realities felt by staff and patients every single day. When call queues lengthen, when scheduling becomes fragmented, when eligibility verification slows intake, patients feel it first. And in healthcare, delays don't just create inconvenience — they create **risk**.

### Rising Patient Volumes

Demand for services continues to surge as more Americans rely on CHCs for primary and preventive care, straining existing capacity.

### Staffing Shortages

Persistent workforce gaps make it difficult to maintain the responsiveness that patients expect and deserve.

### Limited Technology Budgets

CHCs often lack the capital to invest in modern systems, leaving them reliant on aging infrastructure.

### Digital Expectations

Patients increasingly expect seamless digital interactions — from scheduling to communication — that many CHCs cannot yet deliver.

### Regulatory Complexity

Evolving compliance requirements add layers of operational burden, diverting resources from direct patient care.



# The Core Truth: Access Is Everything

At its heart, healthcare access depends on one critical capability: **responsive, human, reliable patient communication.**

Every appointment scheduled. Every reminder delivered. Every eligibility check completed accurately. Every care coordination conversation handled with empathy. These are the micro-interactions that define whether a patient receives timely care — or falls through the cracks.

For Community Health Centers, the mission has always been clear: serve those who need care most, regardless of their ability to pay. The challenge is no longer about intent — it is about building **scalable infrastructure** that supports that mission at the speed and scale patients require. When a working parent calls to schedule a child's immunization, when a senior needs help navigating their benefits, when a new patient seeks eligibility verification — the system must respond with both efficiency and compassion.

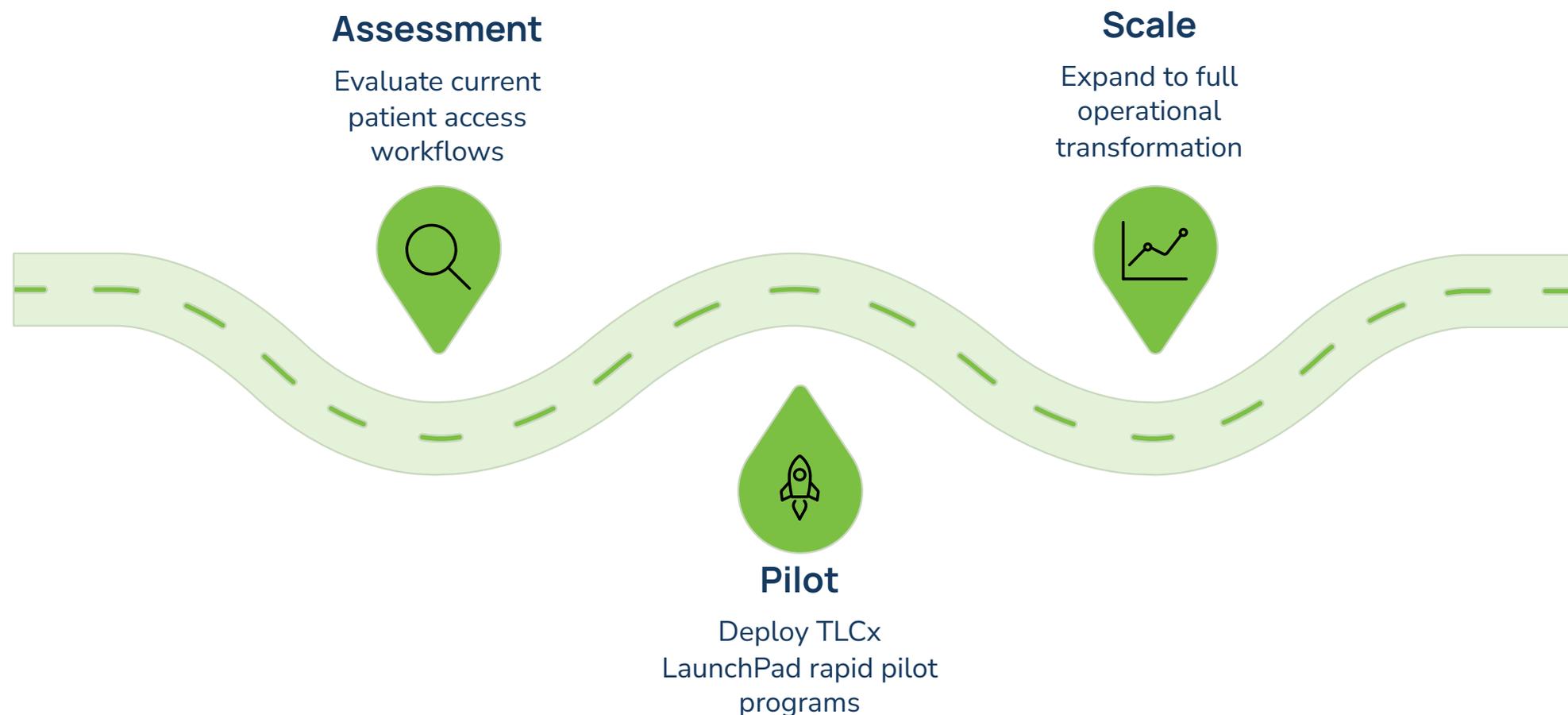
Access is not a luxury. It is the foundation upon which every positive health outcome is built. Without reliable communication channels, even the most dedicated clinical teams cannot deliver the care their communities depend on. The question for CHC leaders is not whether to modernize patient access — it is how to do so responsibly, affordably, and in a way that preserves the human touch that defines community health.

**That's where TLCx comes in.**

# Moving Beyond Outsourcing: Building Patient Access Infrastructure

Through our partnership with **Commonwealth Purchasing Group (CPG)**, TLCx is helping health centers modernize patient access in a structured, scalable, and compliant way. This is not traditional outsourcing. It is **operational transformation** — a fundamentally different approach to how CHCs engage with patients, manage workflows, and scale their capacity to serve.

Traditional outsourcing models often create distance between the patient and the care team. They introduce variability in quality, raise compliance concerns, and can erode the trust that CHCs have worked so hard to build within their communities. TLCx has reimagined this model entirely. We embed ourselves as an extension of your team, aligning our people, processes, and technology with your mission, your workflows, and your patients' expectations.



Our approach is designed to meet CHCs where they are — not where a vendor wishes they were. Whether a center needs to address immediate call volume challenges or embark on a comprehensive access modernization journey, TLCx provides the framework, expertise, and technology to make it happen.

# Healthcare-Focused CX Specialization

Healthcare is different. Accuracy matters. Compliance matters. Empathy matters. Generic contact center solutions simply cannot meet the exacting standards that patient communication demands. TLCx brings a **healthcare-specific customer experience model** built on deep domain expertise and purpose-designed workflows.

We design workflows that align operational excellence with patient-centered care — because in healthcare, speed, accuracy, and empathy are non-negotiable. Every interaction our team handles is governed by protocols developed specifically for the healthcare environment, ensuring that patients receive consistent, compassionate, and clinically appropriate support at every touchpoint.



## Patient Scheduling Support

Streamlined appointment booking that reduces wait times and ensures patients connect with the right provider at the right time.



## Eligibility Verification

Accurate, efficient benefits and eligibility checks that accelerate intake and reduce claim denials downstream.



## Appointment Reminders & Outreach

Proactive communication that reduces no-show rates and keeps patients engaged in their care journey.



## Care Coordination Assistance

Warm, empathetic support for navigating referrals, follow-ups, and multi-provider care plans.



## AI-Assisted Quality Assurance

Advanced analytics and quality monitoring that continuously improve performance and patient satisfaction.



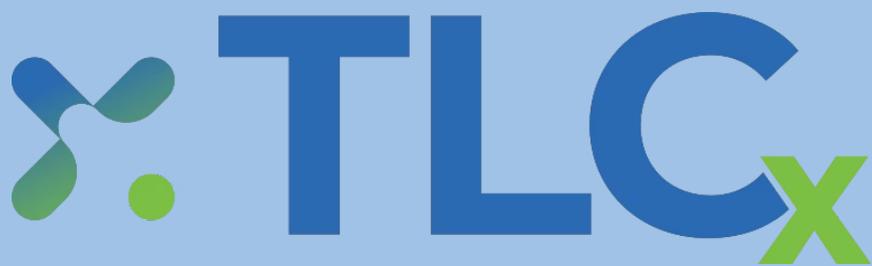
## Digital Engagement Enablement

Modern communication channels — including text, chat, and portal support — that meet patients where they are.

# Human + AI Integration

Technology alone does not solve access challenges. But intelligently integrated AI can **amplify human capability** in transformative ways. TLCx has developed a proprietary approach to blending advanced artificial intelligence with skilled human agents — ensuring that technology enhances rather than replaces the personal connections that define community healthcare.

The goal is not replacement. The goal is **augmentation** — empowering healthcare professionals with tools that allow them to serve more patients, more effectively.



## TLCx LaunchPad™

Our proprietary rapid deployment platform enables CHCs to modernize without massive upfront investment or long implementation cycles. LaunchPad™ enables rapid pilot programs to prove value quickly — structured, affordable, and scalable.

01

---

### AI Scheduling Assistants

Intelligent booking systems that optimize provider calendars and reduce patient wait times.

02

---

### Intelligent Automation

Streamlined patient access workflows that handle routine tasks with precision and speed.

03

---

### AI-Assisted QA Systems

Real-time monitoring and coaching that ensures every interaction meets the highest standards.

04

---

### Transformation Roadmaps

Structured, phased plans that guide CHCs from pilot to full-scale implementation.

# Compliance-Ready, Scalable Environments

Healthcare organizations cannot afford operational risk. The regulatory landscape governing patient data, communication, and care coordination is complex — and the consequences of non-compliance are severe. TLCx delivers **secure, compliance-ready environments** across U.S. and nearshore operations, designed specifically for healthcare requirements.

Combined with CPG's trusted vendor framework, Community Health Centers gain access to vetted solutions that reduce procurement complexity and mitigate risk. This partnership framework ensures that patient access modernization is not only innovative — but **responsible**. Every aspect of our infrastructure has been architected with healthcare compliance at its core, from data encryption and access controls to agent training and audit protocols.



## HIPAA-Compliant Infrastructure

End-to-end data protection designed to meet and exceed healthcare privacy and security requirements at every layer of operations.



## U.S. & Nearshore Operations

Flexible delivery models that provide geographic redundancy and cost efficiency without compromising quality or compliance standards.



## CPG Vetted Framework

Pre-qualified through Commonwealth Purchasing Group's rigorous evaluation process, simplifying procurement for CHCs and reducing vendor risk.

For CHC leaders, this means spending less time navigating vendor selection and compliance documentation — and more time focused on what matters: delivering excellent patient care. Our partnership with CPG was specifically designed to remove the barriers that have historically prevented smaller healthcare organizations from accessing enterprise-grade patient access solutions.



📈 CHAPTER 3: THE IMPACT

# Measurable Impact Where It Matters Most

When patient access improves, outcomes follow. The connection between operational excellence in patient communication and meaningful clinical and financial results is direct and measurable. TLCx's approach has been proven to deliver tangible improvements across the metrics that matter most to Community Health Center leaders.

↓ 40%

## Call Abandonment

Fewer patients give up waiting — more patients connect with care when they need it

↓ 25%

## No-Show Rates

Proactive outreach and reminders keep patients engaged and appointments filled

↑ 30%

## Revenue Cycle Performance

Accurate eligibility verification and efficient scheduling improve collections and reduce denials

↑ 35%

## Patient Satisfaction

Responsive, empathetic communication builds trust and loyalty across patient populations

Most importantly, **more patients receive care when they need it.** That is the metric that matters.

Behind every percentage point of improvement is a real patient — a mother who secured a prenatal appointment, a veteran who navigated benefits enrollment, a child who received a critical immunization on time. These are the outcomes that define the mission of Community Health Centers, and they are the outcomes that TLCx is committed to enabling at scale.

# Completing the Circle: Our Commitment to Community

At TLCx, our work in Community Health Centers is not just a commercial opportunity — it is a **natural extension of who we are**. As a veteran-owned organization, we understand that service means something. We believe strong communities require strong infrastructure. That applies to healthcare systems, and it applies to the people who power them.

We invest deeply in our own communities — through workforce development, veteran hiring initiatives, community engagement, and ethical employment practices. We believe in building careers, not just filling seats. We believe in creating environments where people feel valued, supported, and empowered. The same principles that guide how we serve Community Health Centers guide how we treat our own teams.

## Respect

Every patient interaction and every employee relationship is grounded in dignity and mutual respect.

## Accountability

We own our results and hold ourselves to the highest standards of performance and integrity.

## Opportunity

We create pathways for growth — for our employees, our partners, and the communities we serve.

## Long-Term Partnership

We build relationships designed to endure — because meaningful transformation takes commitment.

When we help a health center improve patient access, we are not just improving operational metrics. We are strengthening neighborhoods. We are supporting families. We are enabling care for seniors, children, and working parents who depend on these institutions.



# The Virtuous Circle of Community Health

TLCx's approach creates a reinforcing cycle — one where investments in people, operations, and technology cascade outward into lasting community impact. This is not a linear process; it is a living, self-sustaining ecosystem of strength.

## Strong Employees

Empowered, well-trained teams who are invested in their work and their communities

## Strong Communities

Healthier neighborhoods where families thrive and access to care is never in question



## Strong Operations

Efficient, compliant, technology-enabled workflows that maximize capacity and quality

## Strong Health Centers

CHCs equipped to serve more patients with greater responsiveness and compassion

This is the circle that drives everything we do. Each element reinforces the next, creating compounding value that extends far beyond any single operational improvement. When employees feel valued and supported, they deliver exceptional service. When operations run smoothly, health centers can focus on what they do best — caring for patients. And when health centers thrive, entire communities are lifted.



# A Mission Worth Investing In

The future of community healthcare depends on **scalable, patient-first access infrastructure**.

Through our partnership with Commonwealth Purchasing Group and our commitment to responsible transformation, TLCx is proud to stand alongside Community Health Centers nationwide. We understand the challenges you face, we respect the mission you serve, and we bring the people, technology, and operational expertise to help you meet this moment.

Whether you are a CHC administrator navigating staffing shortages, a healthcare purchasing group seeking vetted solutions for your members, or a community leader determined to expand access to care — TLCx is ready to partner with you. Our LaunchPad™ platform makes it possible to start quickly, prove value early, and scale with confidence.

**Because when access improves, lives improve. And that is a mission worth investing in.**

## Ready to Transform Patient Access?

Contact Bryan Gray and the TLCx team to explore how our partnership with Commonwealth Purchasing Group can modernize your health center's patient communication infrastructure.

Email: [Sales@TLCx.com](mailto:Sales@TLCx.com)

## About TLCx

TLCx is a veteran-owned leader in customer experience solutions, specializing in healthcare-focused patient access, intelligent automation, and operational transformation for Community Health Centers nationwide.

Visit: <https://tlcx.com>