

Patient Access, Clinical Support & Healthcare Operations

Blending human empathy with intelligent support for Federally Qualified Health Centers, Hospitals, Clinics, and Care teams.

Core Competencies

Patient Access & Engagement

- 24X7 Medical Answering Services
- Appointment Scheduling
- Patient Outreach
- Reminders
- Hospital Switchboard Services
- New patient engagement

Clinical Access & Care

- Nurse triage
- Care navigation
- Physician referral
- Telemedicine support
- Clinical follow-up

Clinical Staffing & Credentialing*

- Physicians
- APPs
- Nurses
- Allied Health
- Licensure
- Screening
- Credentialing
- Deployment

Managed Healthcare Operations

- Quality assurance
- Workforce management
- Reporting
- Training
- Case/documentation support

Helping FQHCs and community health organizations to improve access, engagement and care delivery through human-first, technology-enabled support.

Ensures HIPAA compliance and regulatory integrity.

Extensive experience across payer and provider ecosystems.

Healthcare-literate, empathy-driven workforce.

Scalable support for eligibility, enrollment, claims, and care navigation.

Human-first. Technology-enabled through TLCx LaunchPad™



Engage AI™

Real-time guidance and intelligent support



Customer 360™

Unified patient/member context and proactive outreach



QI™

Quality monitoring, risk detection and compliance intelligence

TLCx Care Connect Services

- **Patient Access & Scheduling:** 24/7 access, centralized scheduling, appointment reminders and new-patient support.
- **Nurse Triage & Care Navigation:** Registered nurse assessment, routing, referrals and clinical follow-up.
- **Medical Answering & Remote Reception:** Overflow, after-hours support, messaging and patient information management.
- **Clinical Staffing & Credentialing*:** Physicians, advanced practitioners, nurses and allied health; sourcing, licensure, verification, onboarding and flexible capacity.
- **Quality, Compliance & Performance:** HIPAA-aligned quality monitoring, QA, reporting, workforce management and continuous improvement.
- **Eligibility & Benefits Support:** Eligibility verification, benefits support, education and outreach where required.

Why TLCx Care Connect?

- 1 **Healthcare expertise:** Experience across patient access, care coordination and healthcare operations.
- 2 **Clinically informed:** Clinical leadership plus partner-enabled workforce and credentialing capability.
- 3 **Flexible & scalable:** From targeted access and clinical programs to larger operational requirements.
- 4 **Human + AI:** Digital self-service, human-in-the-loop operations and AI-enabled quality improvement.

Secure & compliant



Certified
Veteran- Owned



Company Snapshot

Founded
2007

Ownership
100%
Employee-Owned

Global Reach

Servicing in
20
Languages

Certified
Veteran-Owned Business

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*Clinical staffing by Greenlife