



# Careers at Patient Care



**Have the passion for  
world-class service?**

**Want to create RAVING FANS?**

**Interested in working for a company  
with a truly entrepreneurial spirit?**

**Looking for a position where you  
can make a difference?**

**Patient Care is the nation's leading  
advocacy company.**

**We are also real people who help real  
people, every day. The story of our  
company is exciting—we want you to be  
a part of it!**

*“Patient Care is one of  
those companies that  
makes peoples’ lives  
better. I’m proud to  
be a part of that.”*



## Why choose a career at Patient Care?

- An entrepreneurial company
- Fun team environment
- Competitive salaries
- Continuous education and training
- Progressive benefits
- Energetic and diverse staff

## What are the Patient Care “Perks”?

- Annual company outings
- Great downtown office location
- Monthly in-office chair-massages
- Champagne at monthly staff meetings
- Engaging wellness and team-building activities
- Great workspace
- Casual “jeans” Fridays



*“I love our monthly staff meetings – it’s a great time for everyone to learn about what is going on in the company, and champagne is served! What other company makes a staff meeting so fun?”*

*"I love the opportunities at Patient Care to learn different aspects of business. Being on different committees and getting involved, you are able to see your ideas and processes actually implemented and put to use."*



*"I can see the positive impact that my work has. I'm rewarded for doing a good job, and I work with a talented team who I can trust and rely on."*

*"Our leadership team is extremely supportive, our employee base is capable and empowered, and the work we do is rewarding."*



## **What is Patient Care's Story?**

**It begins at the Columns Hotel in New Orleans in August of 2001... Our first client that signed with us back then is still a client eight years later!**

**We have endured Hurricane Katrina and a company relocation to Milwaukee, Wisconsin.**

**In 2008, we entered into the first-ever contract of its kind for advocacy with a large insurance carrier—Assurant Health.**

**We now serve over a million members.**

**Our mission is to create RAVING FANS with every customer we encounter.**

*"I appreciate working face-to-face with all the talented individuals in the company who are motivated by their personal stake in its overall success."*



**Our employees are appreciated!  
Here are a few things our members  
have said:**

*“Patient Care goes beyond the call of duty when serving us.”*

*I was \*VERY\* pleased with the service I received. The reps that I talked to at PC were so much nicer, friendlier and helpful than my insurance! I will definitely use Patient Care in the future and have recommended it to co-workers.*

*“The representatives are knowledgeable, helpful, courteous, and thorough. Just the word “insurance” is stressful. In the past, I have called (the insurance company) directly. It was difficult to reach the right person and get correct information, so a lot more of my time was involved. It was not nearly as efficient as calling a Patient Care representative. Patient Care takes all the hassle out of ‘insurance’.”*



# Patient Care is...



## ... all about our “customers”.

- Members and their families
- Human Resource Managers
- Benefit Consultants
- Our Employees



## ... a leader.

- The quality of our product and the people delivering it.
- Expertise that comes with a primary focus on problem solving and being knowledgeable of health care plans and options.
- Transparency of information.
- Market recognition.



## ... unique.

- The anti-insurance company.
- Relationship builders, not wholesalers.
- Cost and Quality information.
- Innovation.



## ... FUN!

- Not afraid to poke fun at the “system”.
- Create levity when dealing with serious situations.
- Truly passionate and enjoy what we do.
- Never take ourselves too seriously.

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**patientcare**  
we make sense

*"I can't think of anyplace I'd rather be working."*