



# MCVO TALENT OUTSOURCING

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We are a Philippines based outsourcing company that supports small and mid-size healthcare companies in the US.



# Office Staffing Has Changed Forever

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**1970's – 2019**




**Work on Site**

**2020 – Today**



**Hybrid Model of:  
Work On Site +  
Remote Work**



# Office Buildings In Major US Cities Are Converting To Residential Units At A Blistering Pace

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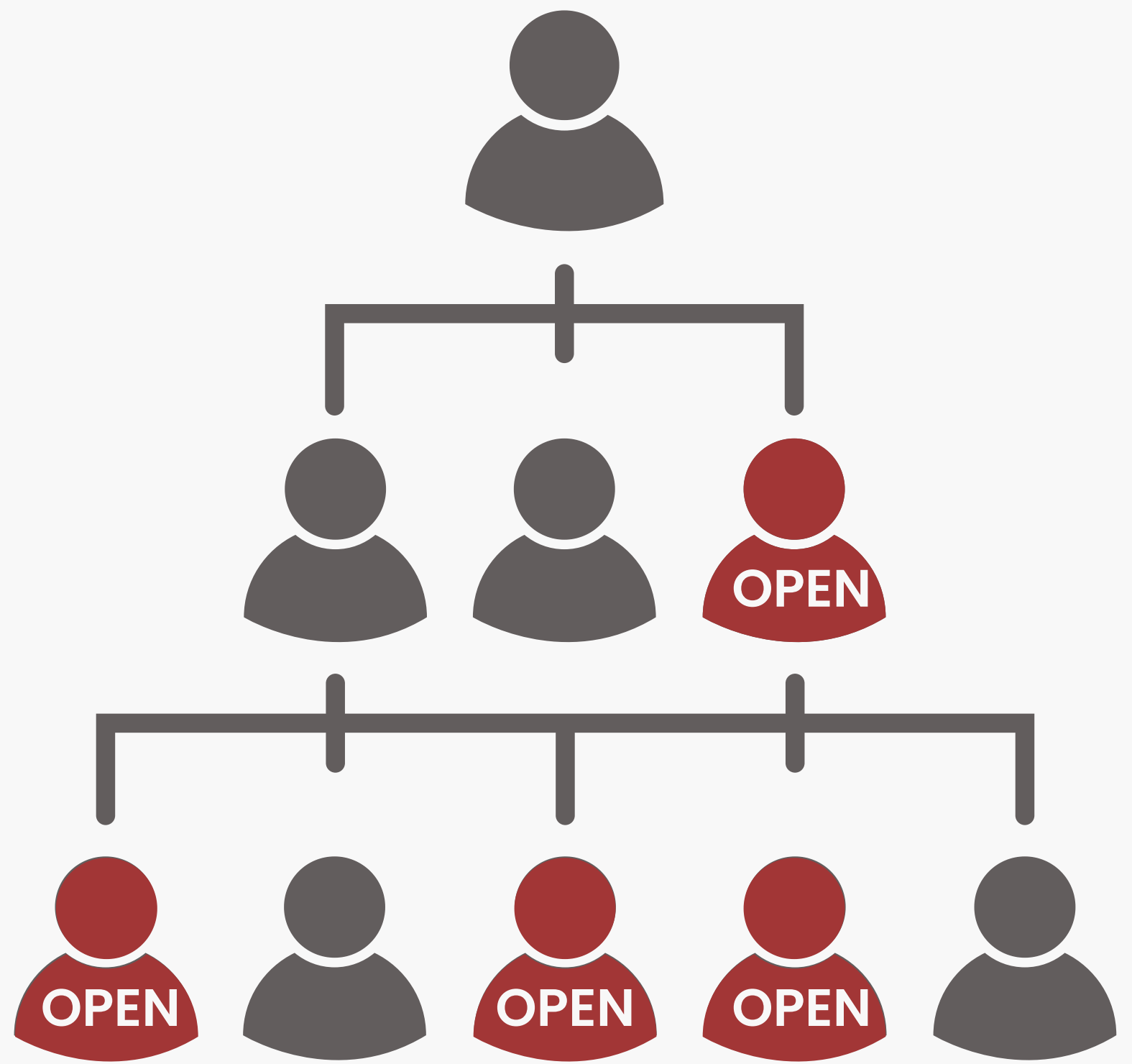
2025 Image of Wall St. in New York City - colored buildings are being converted to residential



Staffing Shortages Are  
Now The #1 Concern  
For Growing Companies

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# Company Org Chart





# This Forces High Performing Staff To Absorb Lower Level Work, Undermining Progress

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**Demotivates  
The Leaders**

**Creates  
Burnout and  
Defection**

**Stifles  
Innovation**

In Today's Competitive  
Business Environment,  
Companies Cannot Survive If  
They Are Understaffed, Or  
Poorly Staffed

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# To Build A High Functioning Team, Forward Thinking Companies Are Hiring From Other Locations

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# Clients Care More About Consistent Service Levels, And Less About Where Their Support Staff Is Located

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**Faster  
Response  
Time**

**Better Value**

15 Years Ago, Only Large Companies  
Hired Overseas Office Staff

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# Today, Small Businesses Are Hiring Offshore Staff At A Record Pace

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Today, there are 2 million Filipinos supporting US businesses.

Medical Billers

Credentialists

Healthcare  
Virtual Assistants

Revenue  
Cycle Specialists

Patient Schedulers

Front Desk

Pre-authorizations

Medical Coders

Intake Coordinators



The traditional in-house staffing model is no longer sustainable.

1

2

Progressive firms are adapting to blended onshore / offshore teams

# What Changed?

# Why Now?

US healthcare staffing shortages are at an all-time high

1

2

Remote global teams are becoming the “new norm”

3

Companies new to outsourcing, now have experienced vendors to support them

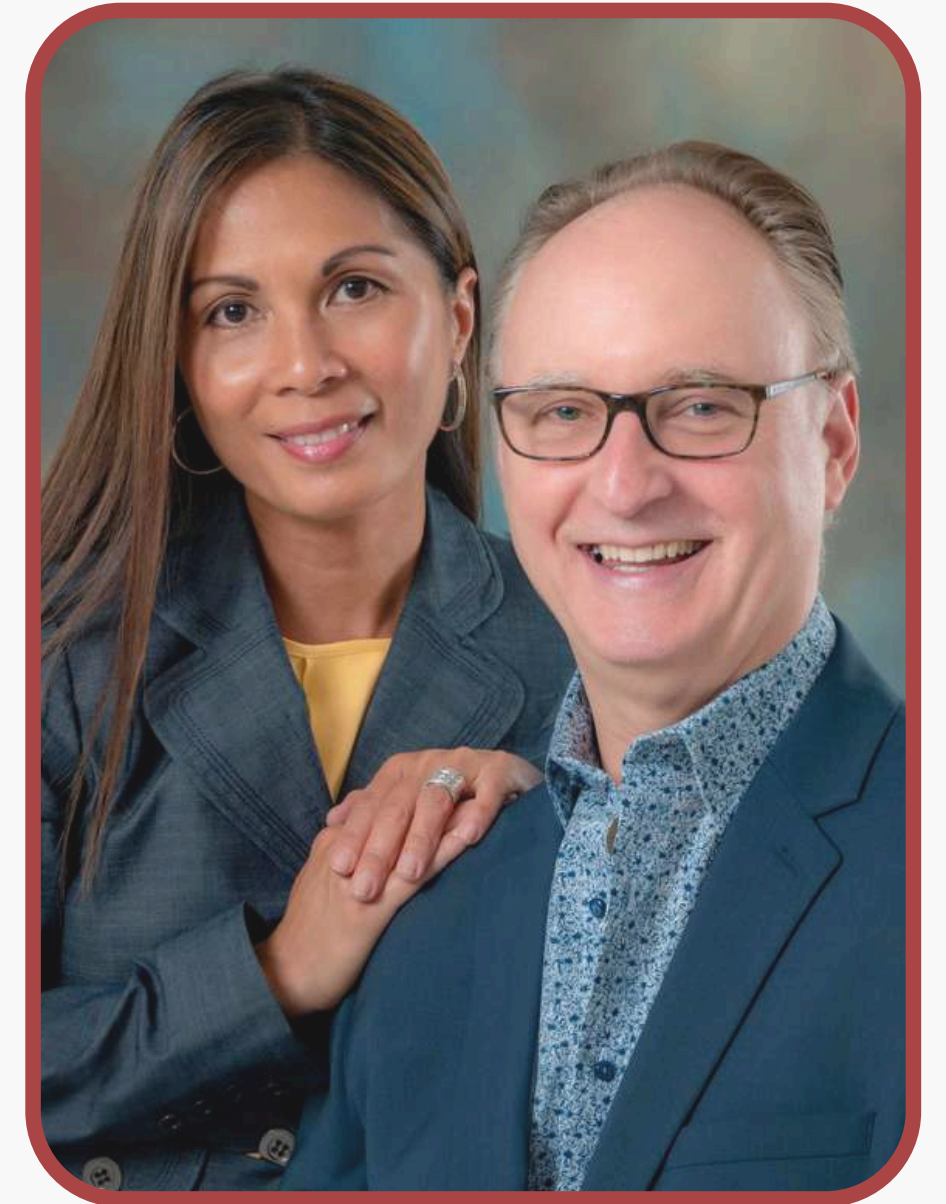
# Why MCVO?

01.

Founded by 2 US based entrepreneurs with experience in healthcare

02.

Successfully supporting small businesses since 2017



# Why MCVO?

03.

Cherry was born and raised in the Philippines, Mark was born and raised in NYC

04.

We understand US business culture **AND** Filipino culture, which is critical for a successful partnership



# Our Concierge Service

We support our clients like the concierge of a 5 star hotel

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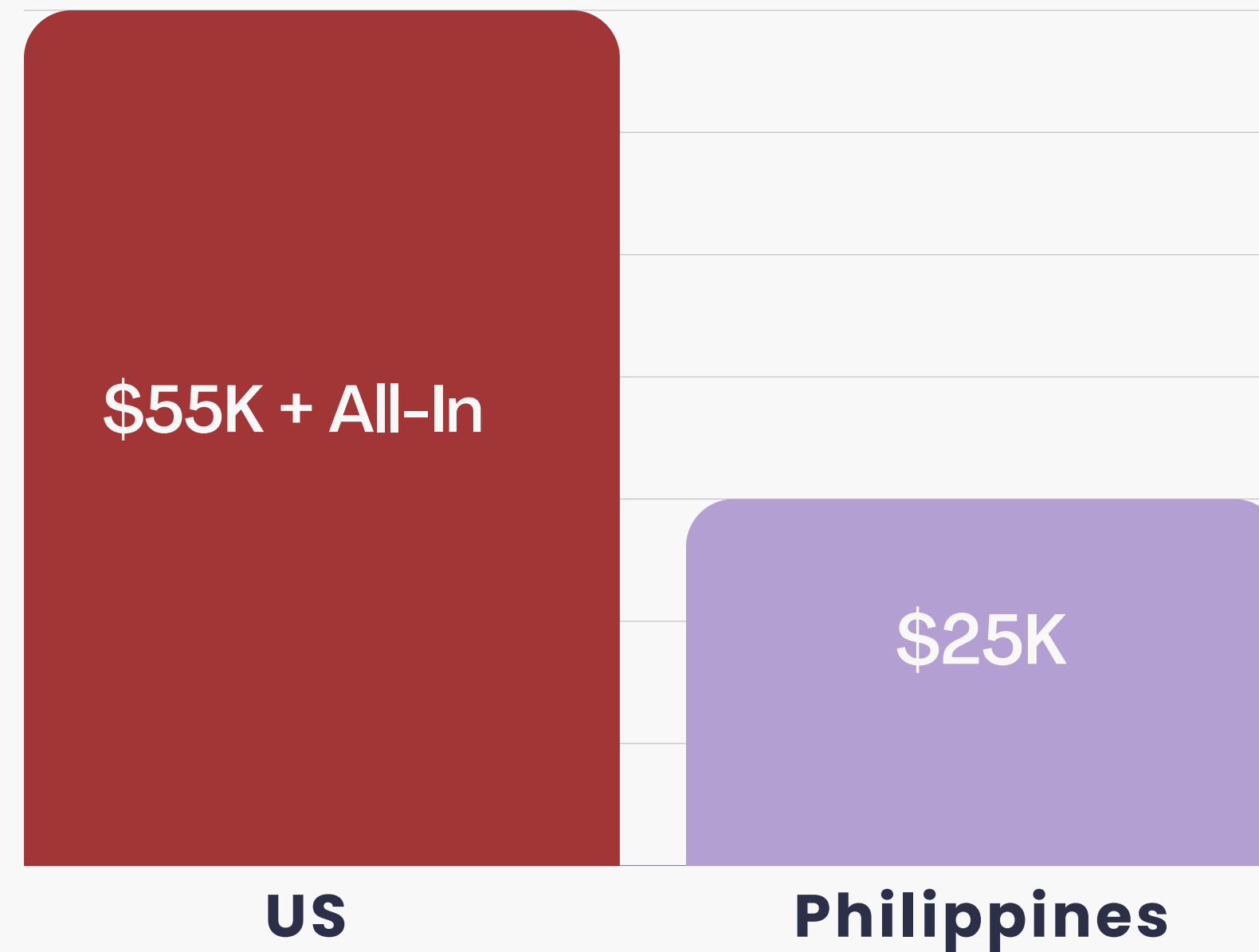
- We source, interview, and vet talents
- We handle the behind-the-scenes work to minimize client involvement.
- During onboarding, we record training sessions and create SOP's (if needed)
- You manage daily workflow (they function as YOUR staff)



# We Almost Forgot To Mention The Cost Savings!

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Offshore Staff From The Philippines is typically less than 50% of the “all in” cost of US staff!



\*includes taxes and benefits for an employee earning \$23.00/hour





# Most Popular Healthcare Positions

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Position	Years of Experience	Annual Rate	Monthly Rate	Effective Hourly Rate
Medical Biller	3-5	\$23,760 - \$27,600	\$1,980 - \$2,300	\$11.42 - \$13.27
Medical Biller	6-10+	\$27,840 - \$34,440	\$2,320 - \$2,870	\$13.38 - \$16.56
Credentialist	3-5	\$25,680 - \$33,120	\$2,140 - \$2,760	\$12.35 - \$15.92
Healthcare VA*	4-5	\$26,400 - \$28,560	\$2,200 - \$2,380	\$12.69 - \$13.73

\*VA is a Virtual Assistant and is an umbrella term for many healthcare positions



# Enterprise Pricing for 10 Or More Team Members

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Discounted by ~\$2,000 annually.

Position	Years of Experience	Annual Rate	Monthly Rate	Effective Hourly Rate
Medical Biller	3-5	\$21,720 - \$25,560	\$1,810 - \$2,130	\$10.44 - \$12.29
Medical Biller	6-10+	\$25,800 - \$32,400	\$2,150 - \$2,700	\$12.40 - \$15.58
Credentialist	3-5	\$23,760 - \$31,200	\$1,980 - \$2,600	\$11.42 - \$15.00

# Our Talent



Top Philippines  
graduates

Many have  
degrees in  
nursing

Strong English  
communication

Proven work  
ethic





# New To Offshoring?

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So were 80% of our clients before they partnered with us.

Prior to starting MCVO, our founders owned a manufacturing company and offshored 80% of their back-office for 7 years prior to starting MCVO.

So, we get it!

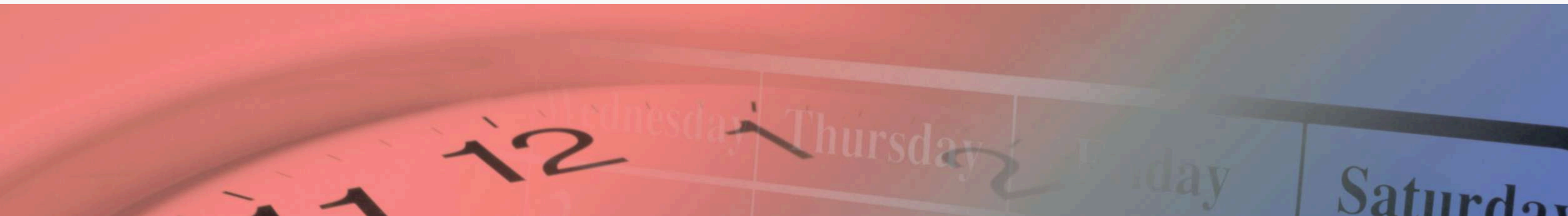




# Work Hours

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We work during US business hours in **all** time zones





# Secure, Confidential and HIPAA Certified

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All of our healthcare team members are HIPAA certified.

Each team member is provided a company owned computer with 2 large monitors and a dedicated phone number within your area code. Our IT Team installs security on each workstation, and we are continually training and can advise on best practices to help ensure security and confidentiality.



# Here's What Clients Are Saying About MCVO Outsourcing:



"Our team members in the Philippines are well trained, speak good English and work hard to support our clients.

Overall, we've been extremely pleased with MCVO's services."



**Kimberly Evans**

Executive Director &  
Chief Sales Officer

Physician Practice Specialists



"MCVO provides many back-office positions for our healthcare agency, and we've been impressed with the quality of the talents and their efficiency in filling roles. They work well with our patients and colleagues and are very professional"



**Monty Stefansky**

Vice President  
Beanstalk Academy



"We've been very happy with your company's services! Looking forward to furthering our partnership. Would be happy to give a recommendation to any future business."



**Hallett Ogburn**

President  
MedProctor

# Fun Facts

1

**38%** of new clients are referrals

2

**41%** of new hires are referred by existing employees

3

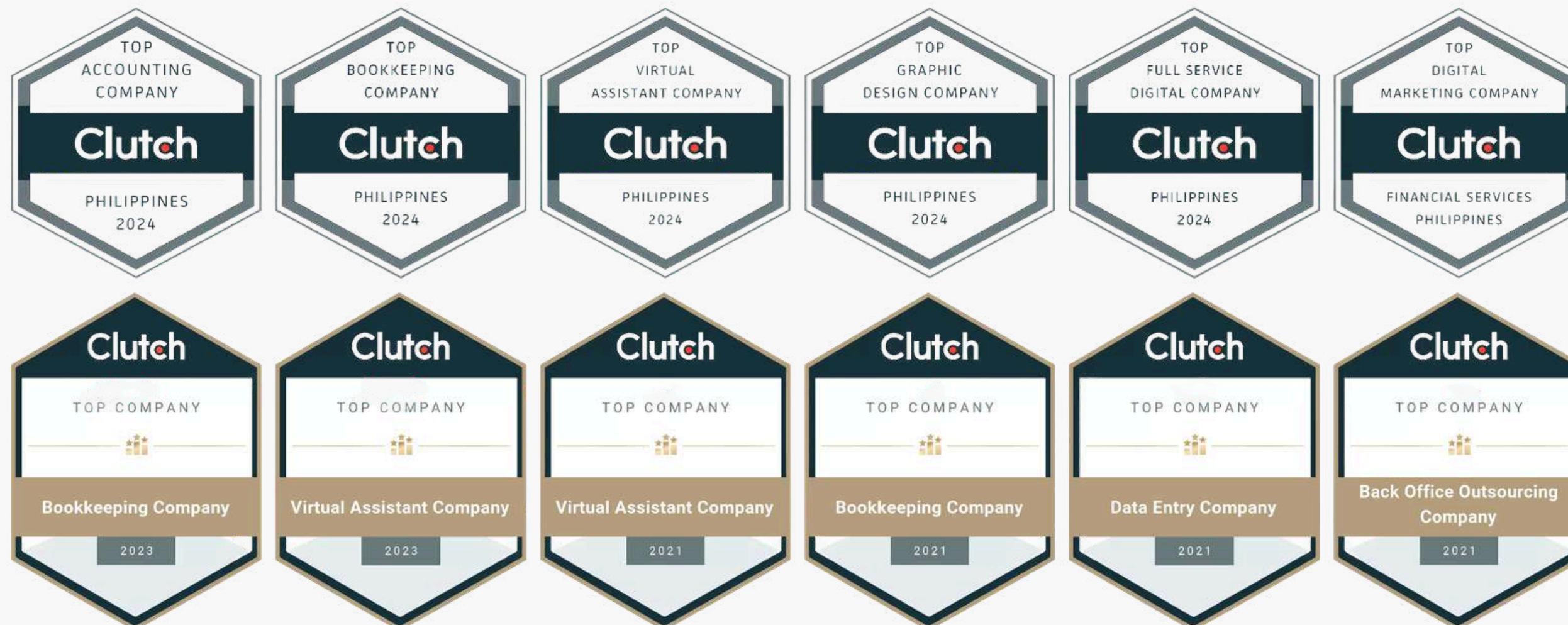
Only **9%** turnover—well below outsourcing industry average

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Top rated employer in the Philippines

# Recognition

- Top BPO\* in the Philippines (Clutch 2020–2024)
- Preferred outsourcing partner for growing companies looking to reduce cost.



# Recognition

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## Featured in Outsource Accelerator as one of the Top 25 Healthcare Outsourcing Companies in the Philippines

Outsource Accelerator is a leading platform connecting businesses to global outsourcing solutions, offering resources, expert advice, and a directory of service providers.

### **22. MCVO Talent Outsourcing Services**

MCVO Talent Outsourcing Services has over four years of experience in the industry. Although a newcomer, it offers a wide array of business process roles for all types of fields.

MCVO's remote staff can be employed full-time or project-based. Medical billing, accounting and bookkeeping, digital marketing, data entry, and customer service are among its offered roles.



# Next Steps

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Let's build your offshore healthcare support team.

## Mark Zucker, Co-Founder

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 Book a call: [www.mcvotalent.com/book-a-call](http://www.mcvotalent.com/book-a-call)

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# Looking Forward to Helping You Reduce Costs Through Offshore Staffing

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