



Scaling the
**Community
Health Workforce**
with *AI-Powered Platform & Provider Network*



COLBY TAKEDA



APRYL AVILA



Our Mission

To empower the community workforce to deliver care anywhere—with technology and trust—to change lives.



THE SACRAMENTO BEE



Pear Suite Impact

350+

CBO Partners

38

States

98%

Partner Retention

100k+

Members Supported

\$35M+

Claims Processed

Top 5 CHW Billing Challenges

1

NAVIGATING THE
HEALTH POLICY MAZE

2

SECURING
PAYOR CONTRACTS

3

FILLING THE
TECHNOLOGY GAP

4

OVERCOMING
SUPERVISION HURDLES

5

SUBMITTING
COMPLIANT CLAIMS



Overcoming Blockers



**Join a Contracted
Provider Hub**



**Utilize Smart
Software**

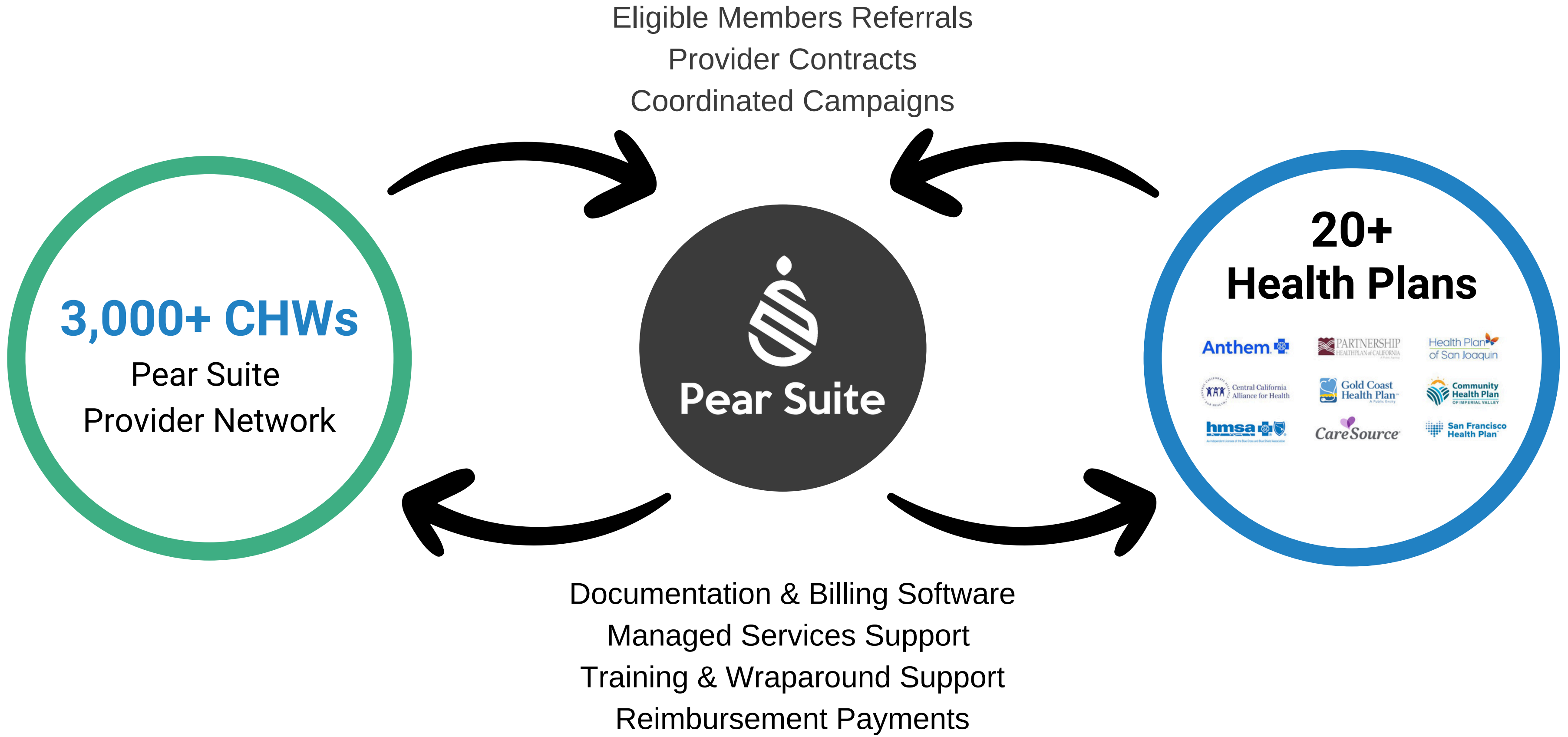


**Get Consulting &
Advisement**



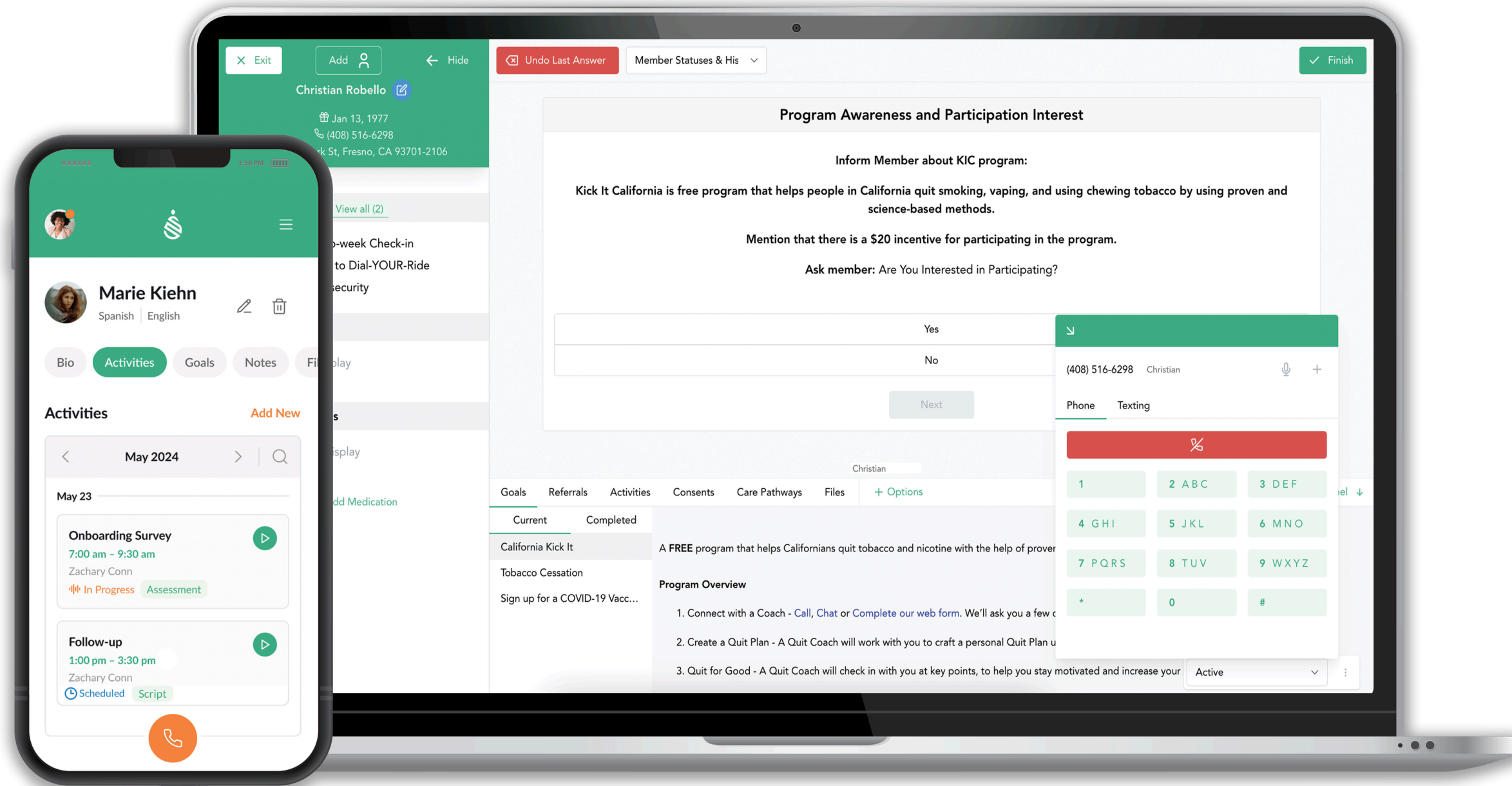
**Utilize a Billing &
Compliance Team**

Hub Model in California





Pear Suite



AI-Powered Platform + Provider Network

- Dashboard
- Members
- Call Center
- Builder
- Templates
- Recommendations
- External Resources
- Analytics
- User Management
- Data Management
- Users
- Claims
- Organization
- Duplicate
- Organizations
- Subcontractor Payers

Christian Robello

[JAN 13, 1977](#) [47](#) [PREFER NOT TO DISCLOSE](#)

[PREFER NOT TO DISCLOSE](#) [HISPANIC / LATINO / SPANISH](#)

[HISPANIC](#) [MEDICAID](#)

[POF: ADULTS & YOUTH TRANSITIONING FROM INCARCERATION](#)

Contact

(408) 516-6298
robelloc@gmail.com

External Contacts

Dr. Rodrigues [PCP](#)

[Dashboard](#)
[Overview](#)
[Raw Data](#)
[Episodes of Care](#)
[Care Plan](#)

Activities + Activity

Title	Time	Assigned U...	Sta...	Start	Edit	Delete
California KIC Check-In	12/10/2024 3:5...	Andrew L. (CHW)				
Friendly Follow-Up	9/18/2024 12:3...	Rhythm				
Friendly Follow-Up	7/31/2024 5:23...	Cole T. (CHW)				
Health Net - Thank You for Visiting ...	6/3/2024 6:23 ...	nick coach				
Vaccination Follow-Up	3/28/2024 11:3...	Cole T. (CHW)				
Social Needs Screening	2/26/2024 2:55...	Cole T. (CHW)				

1-10 of 16

Goals + Goal

Current	Completed	
California Kick It		<p>California Kick It Assigned date: 12/7/2024 Status: Active</p> <p>A FREE program that helps Californians quit tobacco and nicotine with the help of proven, science-based strategies.</p> <p>Program Overview</p> <ol style="list-style-type: none"> 1. Connect with a Coach - Call, Chat or Complete our web form. We'll ask you a few questions about your situation. What you share will be private. 2. Create a Quit Plan - A Quit Coach will work with you to craft a personal Quit Plan using proven strategies. Listen to a planning call.

Member Notes + Add Note

[Sort Reverse Chronologically](#)

Substance Use

12/7/2024 3:37 PM - Colby Takeda (Admin)

Version 2

Member indicated that he currently smokes a pack of cigarettes once every other day and has been...

[FRIENDLY FOLLOW-UP](#) [MENTAL & BEHAVIORAL HEALTH](#)

Member indicated that he currently smokes a pack of cigarettes once every other day and has been doing so since high school. He knows that this is bad for his health and his son's health. Member shared some interest in cessation programs, but doesn't know much about it. Education provided, but member is not ready to start a program. Check back in a few months.

Version 1 from 8/16/2023 10:31 AM [FRIENDLY FOLLOW-UP](#)

3/28/2024 11:54 AM - Cole T. (CHW)

Version 1

[VACCINATION FOLLOW-UP](#)

Completed SDOH assessment. Follow up called schedueld.

1/3/2024 2:28 PM - Cole T. (CHW)

✕ Exit
Add
← Hide

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Jan 13, 1977
 (408) 516-6298
 428 N Clark St, Fresno, CA 93701-2106

[Details](#)
[Notes](#)

Recommendations [View all \(2\)](#)

1. California KIC Two-week Check-in
2. Connect member to Dial-YOUR-Ride
3. Z 473.2 - Food Insecurity

Member Diagnoses

No Diagnoses to display

Member Medications

No Medications to display

[+ Add Medication](#)

Program Awareness and Participation Interest

Inform Member about KIC program:

Kick It California is free program that helps people in California quit smoking, vaping, and using chewing tobacco by using proven and science-based methods.

Mention that there is a \$20 incentive for participating in the program.

Ask member: Are You Interested in Participating?

Yes

No

[Next](#)

Christian

[Goals](#)
[Referrals](#)
[Activities](#)
[Consents](#)
[Care Pathways](#)
[Files](#)
[+ Options](#)

Current	Completed
California Kick It	A FREE program that helps Californians quit tobacco and nicotine with the help of proven
Tobacco Cessation	Program Overview
Sign up for a COVID-19 Vacc...	<ol style="list-style-type: none"> 1. Connect with a Coach - Call, Chat or Complete our web form. We'll ask you a few c 2. Create a Quit Plan - A Quit Coach will work with you to craft a personal Quit Plan u 3. Quit for Good - A Quit Coach will check in with you at key points, to help you stay motivated and increase your

Active

(408) 516-6298 Christian

[Phone](#)
[Texting](#)

1 2 ABC 3 DEF
 4 GHI 5 JKL 6 MNO
 7 PQRS 8 TUV 9 WXYZ
 * 0 #

- Dashboard
- Members
- Call Center
- Builder
- Templates
- Recommendations
- External Resources
- Analytics
- User Management
- Data Management
- Users
- Claims**
- Organization
- Duplicate
- Organizations
- Subcontractor Payers

Claims

- Claims
- Batches
- Payment Reconciliation

Show all claims
Show claims from all organizations

- All
 - Paid
 - Pending
 - Rejected
 -
- All Time
 - This week
 - This month
 - This year
 -

- Molina Healthcare California
- Health Net
- CalViva Health
- Kern Family Health Systems
- Santa Clara Family Health Plan

[Reset all filters](#)

+ Generate new claim

Claim ID	Member	Member Insurance	Status	Inoviced	Paid	Actions
0000000254	Anne "Anne" Lauer	Health Net	ERROR	NA	NA	...
0000001172	Andrew Linbloom	CalViva Health ...	ERROR	NA	NA	...
0000000733	Anastasia "StaceyTest" Roloff	BCBS	ERROR	NA	NA	...
0000000442	Ben "BenJammin" Test	California Healt...	GENER...	\$104.00	NA	...
0000000247	Ben "BenJammin" Test	California Healt...	ACCEPT...	NA	NA	...
0000000059	Nicholas "Nick" Lockett	California Healt...	SENT	NA	NA	...

\$104.00

\$0 ERROR
\$104 GENERATED

\$0 ACCEPTED
\$0 SENT

6

3 ERROR
1 GENERATED

1 ACCEPTED
1 SENT



Claim Details

Details of the selected claim

Claim ID
0000000247

Member
Ben "BenJammin" Test

Claim life cycle

- The life cycle of the claim from generation to payment
- Bill Generation**
Bill was generated successfully
6 months ago
 - Claim Approved**
Claim is approved by a user
 - Claim Delivery**
Claim was sent to the insurance

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Analytics

January 1, 2024 to December 7, 2024

Last 7 days Last 30 days Last 365 days Year to date All Time Custom Data Range

Organizations Groups
 Medicaid X
Add Additional Filters
Refresh View

<p>Total Members</p> <p>9</p> <p>Inactive 3</p> <p>Active 6</p>	<p>New Members</p> <p>1</p> <p>AVG age of members 35</p> <p>AVG members per User 2.5</p>	<p>Lives Impacted</p> <p>0</p> <p>Engagement Rate 93.33 %</p> <p>Activation Rate 54.55 %</p>	<p>Total Users</p> <p>27</p> <p>Inactive 2</p> <p>Active 25</p>
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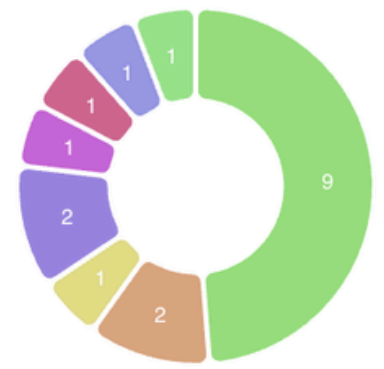
Call Center Metrics

TOTAL INTERACTIONS	CONNECTION RATE	CALLS MADE	CALLS COMPLETED	MISSED CALLS	INCOMING CALLS	AVERAGE CALL DURATION	AVERAGE CALLS PER HOUR	VOICMAILS LEFT	TOTAL TEXTS SENT
13	62.5%	8	5	0	1	7.13 sec	0	1	5

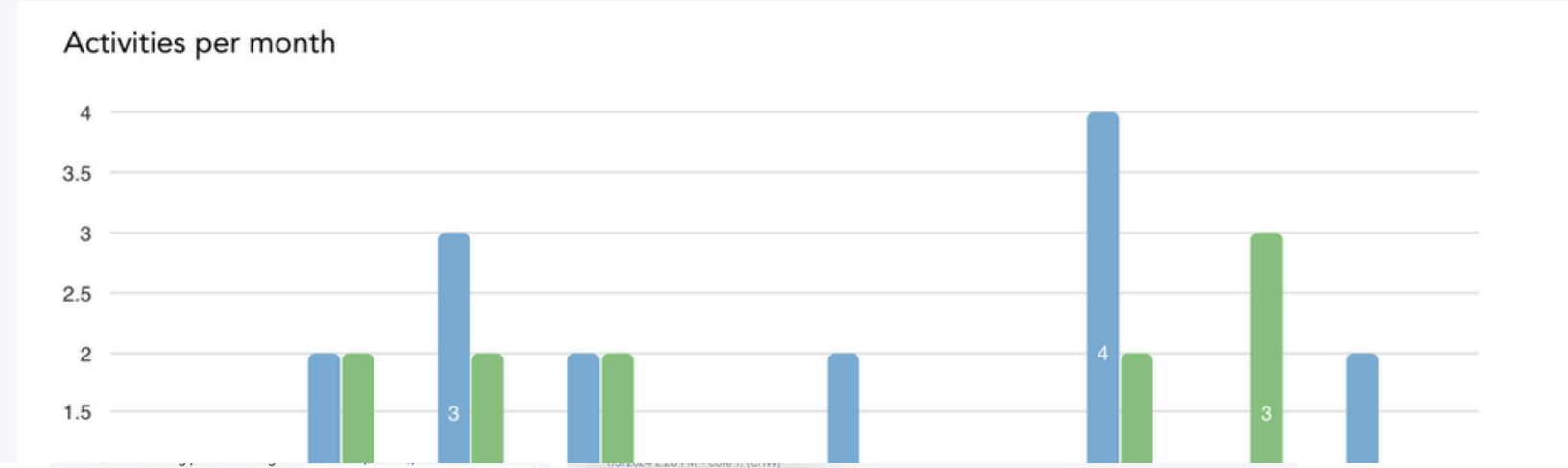
Activities

Activities Breakdown

Created **18** Completed **15**




- Friendly Follow-Up
- Social Needs Screening
- Vaccination Follow-Up
- Flu Shot Enrollment
- El Camino - Nav Screening
- Health Net - Thank You for Visiting Us Text
- California KIC Check-In
- KIC Demo



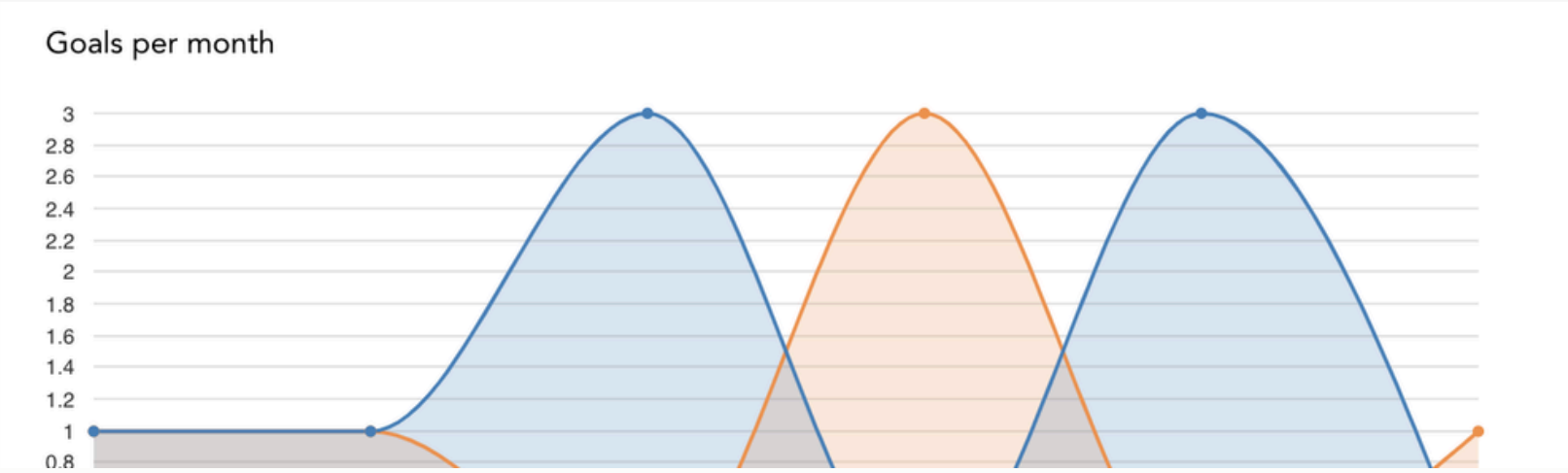
Goals

Goals Breakdown

Created **8** Completed **6**



- Childcare Assistance
- Register for SNAP program
- Home Modification
- Housing Assistance
- Sign up for a COVID-19 Vaccine or Booster
- California Kick It
- Enroll in California Kick It
- Tobacco Cessation



Compliance

[Organization Compliance](#)
[Activity Review](#)
[Templates](#)
[Exports](#)

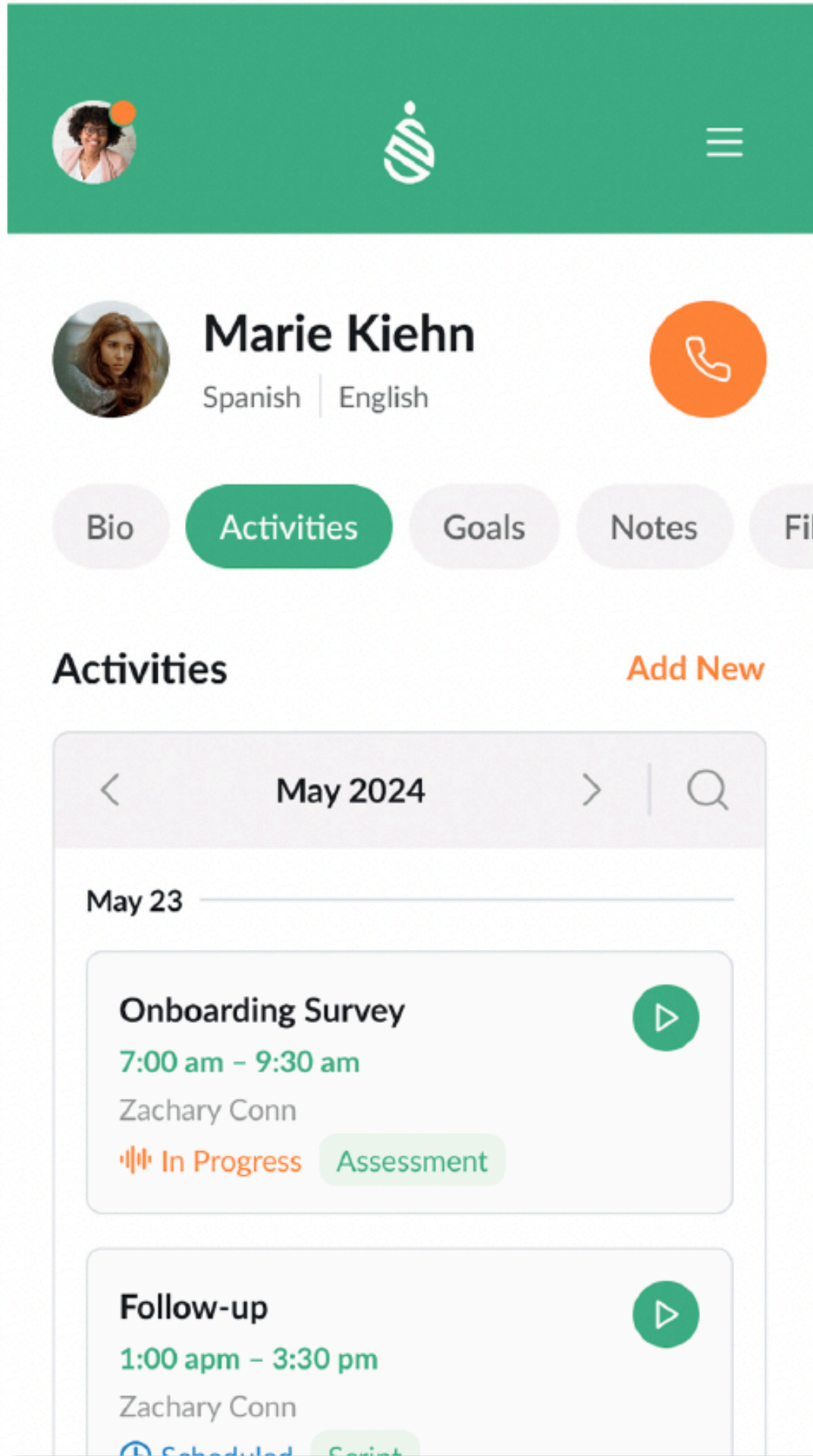
Activity Review Queue

Review activities flagged for compliance review before billing can proceed.

Status: Flagged for Review
 Organization: All organizations
 Compliance Template: All templates
 Activity Template: All activity types
 User: All users

Requirements **58**
Activities **175**
Members **55**
Organizations **13**

Activity	Member	Provider	Organization	Requirements	Status	Actions
> Group Activity Mar 23, 2026	Carcy Mamia	Bucky Barnes	The Midnight Mission	8 REQUIREMENTS	FLAGGED FOR REVIEW	i
> ECM Member Outreach Call Mar 24, 2026	Sandy Shivers	Carol Danvers	Pear Suite ECM Org	1 REQUIREMENT	FLAGGED FOR REVIEW	i
> CHW Member Assistance/Follow-up Mar 24, 2026	Ruth Rivers	Cassie Lang	United We Lead Foundation	1 REQUIREMENT	FLAGGED FOR REVIEW	i
> Member Follow-Up Mar 24, 2026	Dolly Pham	Billy Kaplan	West Hollywood Community Housing Corp	1 REQUIREMENT	FLAGGED FOR REVIEW	i
> ECM Member Outreach Call Mar 24, 2026	Mary Look	Carol Danvers	Pear Suite ECM Org	1 REQUIREMENT	FLAGGED FOR REVIEW	i



Marie Kiehn
Spanish | English

Bio Activities Goals Notes Fil

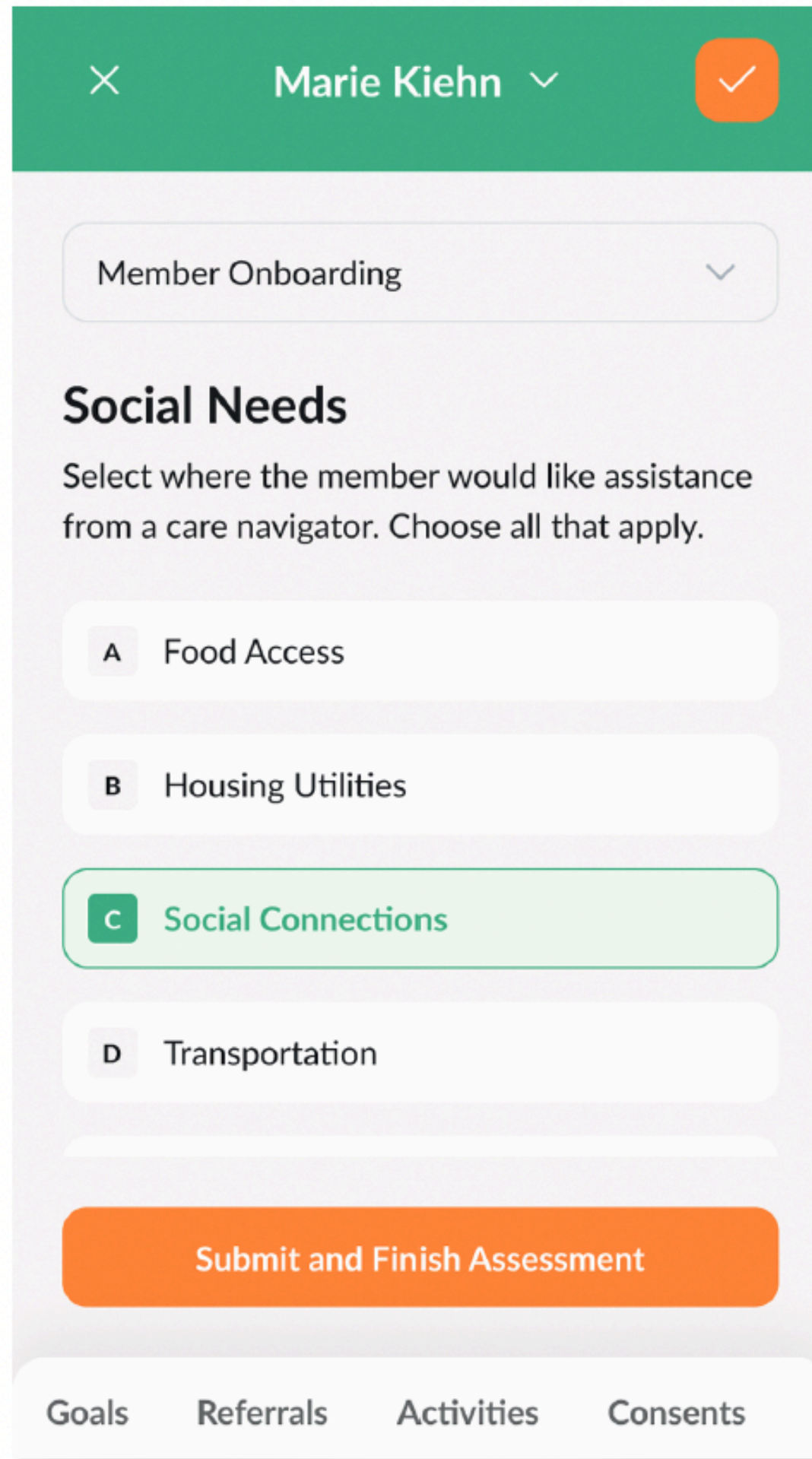
Activities Add New

May 2024

May 23

Onboarding Survey ▶
7:00 am - 9:30 am
Zachary Conn
In Progress Assessment

Follow-up ▶
1:00 am - 3:30 pm
Zachary Conn
Scheduled Consent



Marie Kiehn

Member Onboarding

Social Needs
Select where the member would like assistance from a care navigator. Choose all that apply.

A Food Access

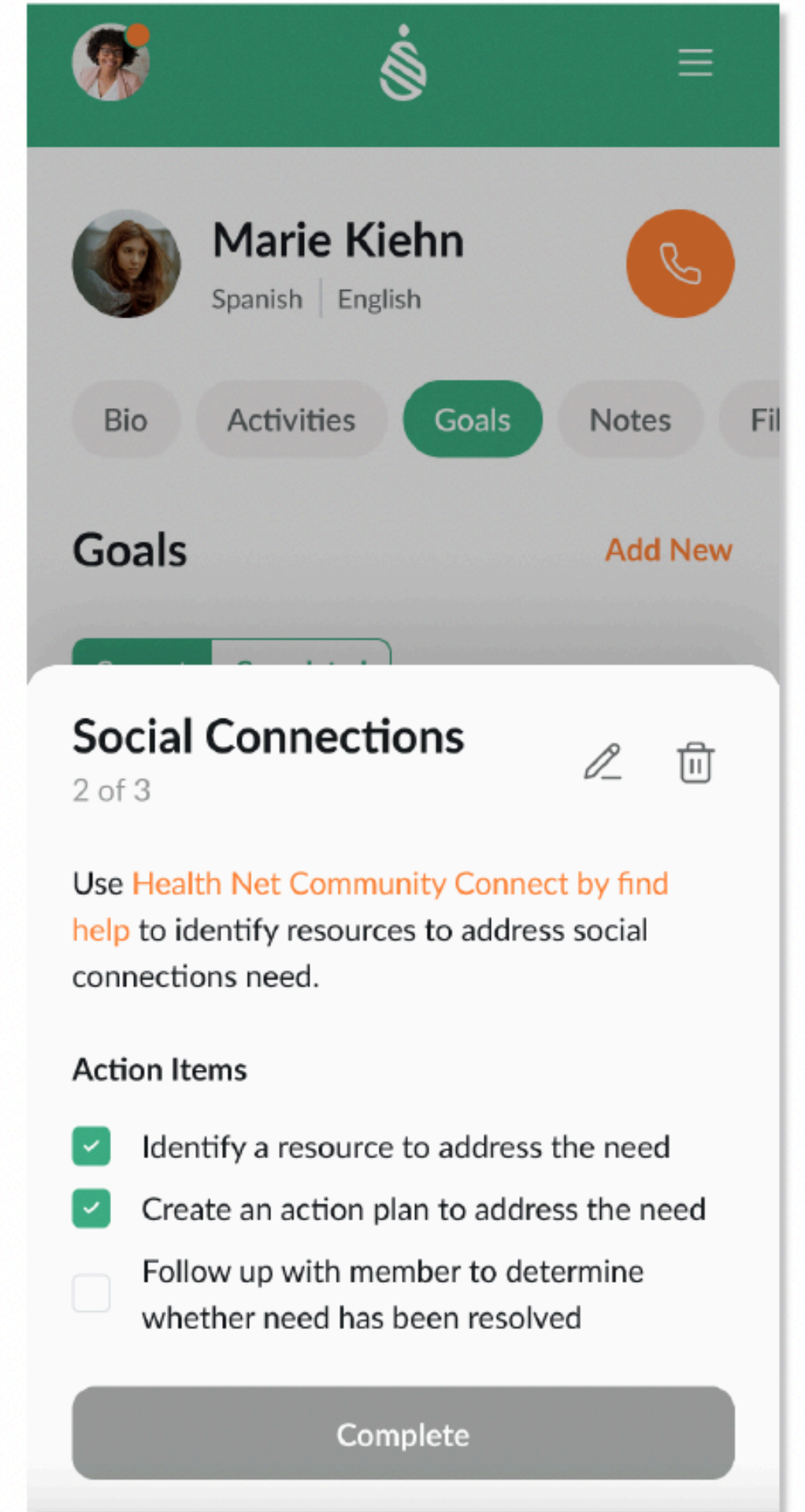
B Housing Utilities

C Social Connections

D Transportation

Submit and Finish Assessment

Goals Referrals Activities Consents



Marie Kiehn
Spanish | English

Bio Activities **Goals** Notes Fil

Goals Add New

Social Connections 2 of 3 ✎ 🗑️

Use [Health Net Community Connect](#) by [find help](#) to identify resources to address social connections need.

Action Items

- Identify a resource to address the need
- Create an action plan to address the need
- Follow up with member to determine whether need has been resolved

Complete

MCPs & Programs We Support



Medi-Cal - 18 Medi-Cal MCPs throughout the state.

- **Los Angeles:** Health Net, Molina, Anthem, Kaiser Permanente, L.A. Care (direct)

Medicare

- 7+ Medicare Advantage, Medicare, and D-SNP health plans

Supported Programs - We support all contract types:

- ECM, CS, Doula, Peer Support Specialists, Lactation Consultants, Health Coaches, etc.

Wraparound Support

Documentation & Billing System

- Auto Member Eligibility Checker
- AI Documentation Support
- EHR & HIE Integration
- FindHelp & Unite Us Intergrations
- Call Center with SMS Texting

Clinical Review & Sign Offs

Billing & Claims Management

Compliance & Audit Reporting

Quality Assurance & Training





Fees & Payment Structure

2 Options

Standard CHW

Administrative Fee

(% of paid claims)

(subscription subsidized by L.A. MCPs)

Custom Programs

Tiered Monthly Subscription

\$50-200/month based on

customization and support

needs



Simple, Compliant

1

**Onboard in
2-4 weeks**

2

**50% less time spent
on documentation**

3

**Get paid in
<30 Days**

4

**Wraparound
Training & Support**

Partnership with El Sol



Pear Suite

x



El Sol
NEIGHBORHOOD EDUCATIONAL CENTER





Pear Suite

*Empowering Communities
through Technology*



*Register your Interest
(limited subsidies)*



Colby Takeda

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Apryl Avila

Partnerships Lead
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