

MOTTO

"WE ARE REAL
PEOPLE
CARING FOR
REAL PEOPLE."



OUR BASICS

The Core Values and the Credo are the principal beliefs of STATLINX. They are known and owned by all.

The Brand Promise and 3 Steps of Service act as the foundation for STATLINX. These steps are incorporated into every action to ensure a remarkable experience.

All team members successfully complete annual training certifications in their departments.

Providing an uncompromising level of quality care is the responsibility of every team member.

The experience of those who depend on us defines our value.

We seek to understand and ensure everyone feels heard.

We maintain a perpetual spirit of learning.

Empathy and Respect are non-negotiable.



OUR BLUE & GOLD STANDARDS



— CREDO —

I always show up as the best version of myself.

I always meet people where they are in their own unique journey.

I always make people feel well cared for.

I always follow through.



— CORE VALUES —

Dependable as the Sun

As sure as the sun will rise tomorrow, we will be there for our members and their patients with unwavering speed, accuracy, and professionalism. Day after day. Night after night.

Knock Their Socks Off

We lead with a spirit of service. Every call, every moment, every detail is a chance to go above and beyond. We create moments of care and connection for our members and their patients.

Make Mama Proud

We will follow our inner North Star. We will trust our gut to do what is right. We stay curious and thoughtful, ask the questions that matter, and act with care to create outcomes we can all be proud of.

We Play for Each Other

Our team and our members thrive together. We support each other, celebrate progress, and stay grounded in the belief that OUR Team, is YOUR Team.



— BRAND PROMISE —

our commitment

Connect

We meet each caller where they are, with patience, understanding, and care.

Focus

We center our attention on solutions that make a difference, finding the answer that helps patients feel seen and cared for.

Deliver

We stay with it until it's right, because every patient journey deserves our best.



— 3 STEPS OF SERVICE —

our process

1. We begin every encounter with a warm smile
 2. We go above and beyond normal expectations
 3. We take ownership in the outcome of each encounter
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