TraceCare Health

Connecting Cases. Completing Follow-Up. Strengthening Public Health.

CAPABILITY STATEMENT

Public-Health Services · B2G / B2B

COMPANY OVERVIEW

TraceCare Health is a Minnesota-based public-health services company providing contact tracing, structured case follow-up, accurate documentation, and timely reporting support. Our flexible service model helps public-health and healthcare organizations manage workloads, address staffing gaps, and strengthen response operations. We provide operational support services, not direct medical treatment.

CORE COMPETENCIES

Managed Contact Tracing
Trained personnel, case and contact assignment, notifications, structured interviews using approved protocols, follow-up, status tracking, documentation, and escalation under an agreed statement of work.

Surge Contract Services
Temporary workforce capacity for outbreaks, increased workloads, and staffing gaps. Configurable 30-, 60-, and 90-day or longer engagements, including onboarding, training, coordination, and contract-end evaluation.

Reporting & Documentation
Daily activity and weekly performance reports, contact status and pending-workload summaries, data validation, escalation summaries, and contract dashboards using authorized data in client-approved systems.

Quality Assurance
Record review, workflow audits, error correction, documentation standards, and performance improvement against approved client procedures.

Workforce Training & Onboarding
Contact-tracing fundamentals, structured interviewing, confidentiality and privacy, data security, documentation, escalation, and client-specific workflows.

ENGAGEMENT PROCESS

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Assess	**Plan**	**Onboard**	**Operate**	**Report**	**Evaluate**

PRIVACY & SECURITY APPROACH

Where HIPAA applies, TraceCare implements safeguards consistent with the HIPAA Privacy, Security, and Breach Notification Rules, including role-based access, multifactor authentication, encryption where appropriate, workforce confidentiality agreements and training, access logging, and incident response procedures. Client-specific security requirements are incorporated into each engagement.

DIFFERENTIATORS

- Focused exclusively on contact tracing, follow-up, documentation, and reporting operations
- Works inside the client's existing approved case-management systems
- Written SOP library covering intake through records disposal (16 procedures)
- Privacy and security safeguards; business associate agreements when required
- Agreed metrics and reporting cadence defined in each statement of work
- Flexible, scalable staffing model for time-limited response needs

WHO WE SERVE

- State health departments
- Local and county public-health agencies
- Healthcare organizations
- Community health organizations
- Other authorized institutional clients

COMPANY DATA

Legal name: TraceCare Health

Headquarters: 330 2nd Ave, Minneapolis, MN 55401

Business model: Business-to-government (B2G) and business-to-business (B2B)

UEI / CAGE: Available on request

NAICS codes: Available on request

Request a consultation
Tel (612) 250-0079 · 330 2nd Ave, Minneapolis, MN 55401

Managed Contact Tracing · Surge Response
Reporting & QA · Workforce Training

Please do not send protected health information or confidential patient information to TraceCare Health through public channels.