

Health-care call center moving from EAFB

- Jim Holland Journal staff Dec 24, 2018

The first company to take advantage of a U.S. Air Force program offering leases of office space at Ellsworth Air Force Base, has outgrown its building at the base. Signify Health, formerly known as Advance Health, has been located on the first floor of the Financial Services Center building at EAFB since 2015. Now, it plans to move its expanding workforce to Rapid City in the near future, according to a company official. “It has been a great partnership, but we have outgrown the space ahead of expectations and, based on new contracts in the Air Force, we plan on moving off base to Rapid City for the convenience of our employees,” Signify Health Chief Operating Officer David Pierre said in an email.

Virginia-based Advance Health worked with the Governor’s Office of Economic Development with the lease arrangement with Ellsworth coming about through the South Dakota Ellsworth Development Authority, the Rapid City Economic Development Partnership, and the Air Force’s Enhanced Use Lease program, which allows military bases to rent available space to companies for fair-market value. Advance Health continued to add employees since opening its Ellsworth call center, with the expansion continuing after Advance Health merged with CenseoHealth in November of 2017, and changed its name to Signify Health in July of this year. The company has been hiring this fall and is currently at 210 employees, Pierre said. The company is seeking space in downtown Rapid City, and once a new home is found, an additional 140 employees will be hired, he said. The company's approach to health care involves matching patients with the best health-care providers at the time they need one and where they need one. “We have the largest network of remote clinicians — doctors and nurse practitioners that go into health-plan members’ homes and deliver on our innovative model of care that meets patients where they are,” Pierre said.