

TPA724 Offering – Your System and Portal Situational Clarity

TPA724

With your TPA services does your staff spend too much time processing? Does your TPA system leave something to be desired? Maybe there are still loose ends from the original implementation or areas that are not fully integrated. There may be a struggle to give your insureds a great online experience or to enrich the employer portal you offer so that your customers can have an experience level they now expect. Are your claims personnel or billing folks finding it difficult to keep up with the volume due to fragmented data, poor reporting, manual steps, or multiple spreadsheets? Maybe it's time for true clarity about your system and portals – an objective view of your IT, process, and potential.

The Right Approach – TPA724 provides you with a complete assessment of your current software applications, databases, and portals and related key areas to uncover areas for improvement. We identify the key risks you face, and we draft a customized application integration and development roadmap to outline the best possible steps for you to execute in the short-term, medium-term, and longer term. We will take into account whatever level of roadmap your organization currently has in place or is thinking along with your in-flight projects. Our versatile resources will assess your process and systems in detail for all key aspects (functionality, architecture, maintainability, scale/extend ability, security, documentation, etc.) and provide our detailed commentary about key opportunities and risks to manage. We will prepare your team with questions you should be asking your current developers to maximize your current system value and their work effort. We will create a detailed roadmap showing the steps that need to be executed over time according to process Best Practices.

Benefit Administration Applications	Automated Underwriting	Custom Billing	Commissioning (Flat, Graded and Retained)
Carrier Coverage and Premium Reporting	Claims Processing	Legacy Software Modernization	Customer Web Portals (Employers, Carriers, Brokers, etc.)
Direct Enrollment Web Portals for Employers/Employees	Web Application Development	Database Design and Analytics	Third-Party Interfaces/Extracts
Business Intelligence Tools (Analytics, Dashboards, Reporting)	Mobile Application Development	Public Website Design & Development	Data Warehouse/ Disaster Recovery

How it Works – We will need a total of 10 hours of your time across five two-hour working sessions and all meetings can be done by phone with screen sharing as necessary. The first two meetings are for us to gather the key inputs we need according to our formula. In the next two meetings we'll show you our understanding of your business and will clarify a few things. In the fifth meeting we'll present to you our first draft of the assessment which we custom make for your business. We will then provide the written version of our final deliverable including diagrams, commentary, and recommendations for your path forward. Our total effort to accomplish this will be 80 hours over the course of 2 to 3 weeks.

What You Receive – From this assignment you will receive our professional deliverable in digital form following our presentation meeting with you and anyone from your management team. The benefits of this engagement include our independent analysis and assessment showing you a clear picture of your situation and how you could or should approach your process/technology – and in context of your carrier relationships. Our deliverable will include your opportunities for improvement that are easy or inexpensive and also those more involved or longer-term, along with our suggested overall strategy.

Pricing and Terms – Although our standard rates for this kind of expertise range from \$145 per hour to \$165 per hour, we are offering this service at a fixed price of \$10,000 if fully pre-paid and booked in advance for resource allocation purposes. You can count on us for our commitment to your needs.