



ADVANTAGES OF A TPA

October 14, 2021



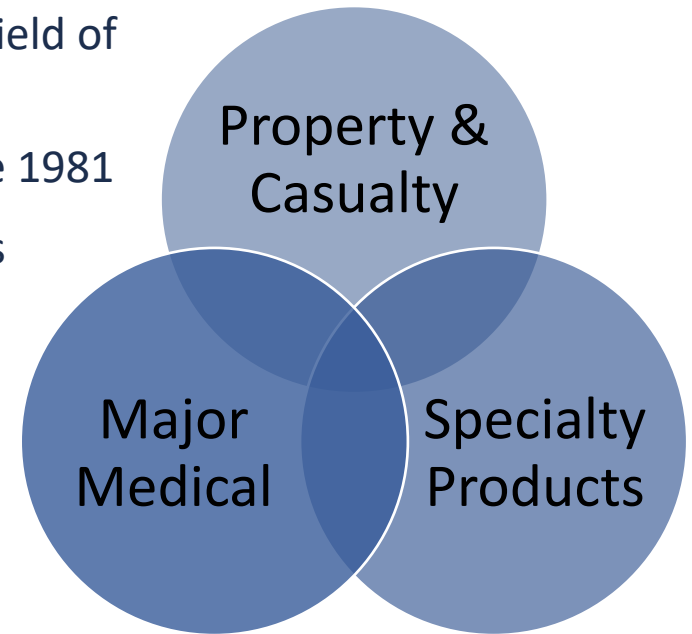
INTRODUCTION OF PAI

➤ **Planned Administrators, Inc. (PAI)**

- Wholly-owned subsidiary of BlueCross BlueShield of South Carolina
- National TPA administering benefit plans since 1981
- Broad administrative portfolio of benefit plans
- ~900 employer groups

➤ **Companion TPA Integration**

- Subsidiary of Companion P&C since 1999
- Merged with PAI in 2015
- Regional administrator of workers compensation, general liability, auto & property claims



ADVANTAGES OF HAVING A TPA

PROGRAM CONTROL

RELATIONSHIP BUILDING

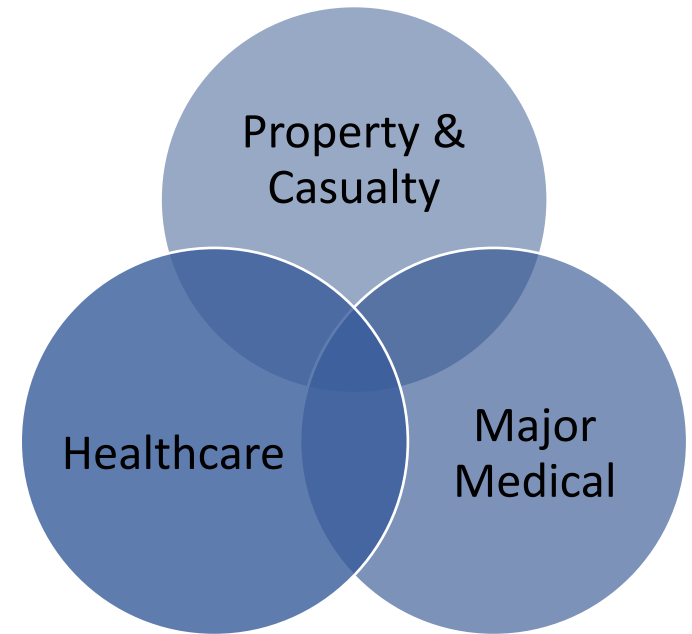
CLAIM OUTCOMES

CUSTOMER SERVICE & SAVINGS

WHAT TO LOOK FOR IN A TPA

WHAT IS A TPA

A third-party administrator (TPA) is an organization that processes insurance claims or certain aspects of employee benefit plans for a separate entity.



THE ADVANTAGES OF A TPA

TPA

ADVANTAGES

❖ Program Control

- *Customized Program*
- *Vendor Selection*
- *Claims Management Team Selection*
- *Reporting Capabilities*
 - ✓ *Own the Data*
 - ✓ *Benchmarking / Trends*
 - ✓ *Loss Control / RM*

Program Control

Relationship Building

Claim Outcomes

Customer Service

THE ADVANTAGES OF A TPA

TPA

ADVANTAGES

❖ Relationship Building

- *Claims*
- *Finance*
- *Medical Bill Review*
- *Client Administration*

Program
Control

Relationship
Building

Claim
Outcomes

Customer
Service

THE ADVANTAGES OF A TPA

TPA

ADVANTAGES

❖ **Claim Outcomes**

- *Provider Selection*
- *Partner in the Claims Process*
- *Standardized Treatment*
- *Excess of Loss Reporting*

Program Control

Relationship Building

Claim Outcomes

Customer Service

THE ADVANTAGES OF A TPA

TPA

ADVANTAGES

❖ Customer Service & Savings

- *System Access*
- *Client/Claimant Advocate*
- *Regulatory Compliance*
- *Savings*
 - ✓ *Claim & Bill Transparency*
 - ✓ *Education & Training*
 - ✓ *Reduced Overhead*

Program Control

Relationship Building

Claim Outcomes

Customer Service & Savings

WHAT TO LOOK FOR IN A TPA



Claims Team

Inquire regarding experience of your adjusting team and if they have the experience for your type of claims.



TPA Experience

Inquire regarding the experience of the TPA. How long have they been in business? Ask for references.



Adjuster Workload

Inquire regarding the adjuster's caseload? What is their max caseload?



Quality Control

What quality controls does the TPA have in place? How often does management review the adjuster's files? Inquire regarding audits.



Cost Containment

How does the TPA control costs? How good is their medical bill review program? Do the adjusters manage the NCM and Litigation expenses?



Reporting & Compliance

Inquire regarding reporting capabilities, systems and security? Does the TPA stay abreast of laws, regulations and compliance reporting?

QUESTIONS?

