

When is the right time to consider changing your TPA?

When is the right time to change your TPA? The change itself is a complex process that inherently carries risk management, employee relations, financial, and operational implications for an organization.

It is hard to pinpoint the ideal moment to begin the TPA exploration process. It is simpler to identify the most common situations, that over the years we have found, prompt the search for a new TPA:

TRACK RECORD OF POOR RESULTS:

A TPA change may be necessary when the current TPA has a consistent track record of delivering subpar results. Factors such as escalating claim costs, infrequent closures, and elevated litigation rates are indicative of ineffective claims management.

UNACCEPTABLE LEVELS OF SERVICE:

Programs that experience poor service such as a lack of return phone calls, untimely and or inaccurate reports or simply the absence of a sense of urgency with important matters result in elevated levels of daily frustration. It can also damage a risk manager's reputation within their own operations. The selection of a new TPA can reduce daily frustrations and lead to greater long-term levels of satisfaction.

CONSISTENT TURNOVER AMONG TPA STAFF:

Frequent claim staff turnover at a TPA can be disruptive to service, results and lead to operational inefficiencies, all of which hinder effective claims management. Moving to a new TPA that prioritizes staff stability and retention can enhance service quality and consistency.



DATA SECURITY AND CYBER RISK CONCERNS:

Outdated data security measures and vulnerabilities in the current TPA's systems expose sensitive information to cyber risks. Opting for a TPA that treats the security of data as a top priority and who regularly invests in current data security initiatives will help to protect your entities confidential information.

INCREASING CLAIM FREQUENCY OR RAPID ORGANIZATIONAL GROWTH:

Programs experiencing rapid growth can outgrow their incumbent TPA. Dynamic workers' compensation programs require a TPA that can rapidly respond to increasing claim volume and evolving service needs. A conversion may be warranted to ensure that your claim administrator can handle the evolution of your program.

OUTDATED OPERATIONS; PAPER CLAIM FILES:

TPAs who continue to operate in a paper claim file environment may struggle to deliver efficient and timely services. A conversion to a TPA with modern digital capabilities and streamlined processes can significantly improve operational efficiency and reduce costs.

Choosing to replace your existing TPA partner can help to directly address challenges related to poor results, unacceptable levels of services, claim staff turnover, and data security concerns. By carefully evaluating these key attributes and selecting a TPA, like Athens Administrators, that excels in these areas, organizations can enhance their risk management capabilities, improve customer service, achieve cost savings, and drive superior outcomes.

If you're facing these challenges, consider Athens Administrators. Choosing Athens isn't just a change, it's a strategic move toward a better-managed future.



WHEN TO CONSIDER A NEW TPA:

- **Poor Results**
- **Lackluster Service**
- **Escalating Expenses**
- **Claim Staff Turnover**
- **Inaccurate Data**
- **Data Security Concerns**
- **Outdated TPA Operations**