



STAFF EXPERTISE AND STABILITY

Expertise, experience and the retention of claim staff is essential to delivering successful claim administration. This is particularly important when you consider that specific industries possess unique cultures, exposures and benefit payment structures. It is critical that your claim staff fully understands your program and once they do, they are with you for an extended period of time.

Our experienced and long tenured team at Athens Administrators delivers expertise and understanding when handling specific industries and program requirements. Athens works to pull together a team who will learn the nuances of your business and program. Understanding allows the team to deliver service that caters to your needs. Beyond providing a great team, Athens works hard to provide an outstanding work environment that keeps our staff satisfied and on board for a long time.

Athens Administrators places a premium on expertise, experience, and the retention of our employees. We know that these attributes strongly correlate with our ability to deliver exceptional service to our clients.

- We maintain a robust talent pipeline, ensuring a pool of highly skilled and qualified candidates are ready to deploy. We select highly qualified professionals with the necessary qualifications, skills, and expertise, prioritizing strong educational backgrounds and relevant industry certifications. Additionally, we have a team of employees with bilingual capabilities, enabling us to cater to diverse language needs and effectively serve clients.
- Full-time floating examiners, or rotational employees are available to fill temporary employment transitions caused by employee turnover, leaves of absence, special projects, increased workflow, or claim volume, ensuring seamless operations and maintaining Athens' standards of excellence.
- We actively engage clients in the claims staff selection process, allowing them to provide input and preferences for the professionals who will handle their account. This also ensures that



**Are you concerned
about the turnover
of claims staff or
the assignment of
inexperienced claim
staff having a negative
financial and service
impact on your program?**

beyond being a technical fit, the staff will also be a personality fit for the program.

- Our experienced employees bring diverse client expertise, adeptly handling complex claims and navigating challenges to effectively address unique client needs.
- We invest in continuous training and development such as training initiatives, workshops, and development opportunities to ensure our employees stay current with industry trends and regulations, enabling them to provide expert support to our clients.
- We also offer our employees competitive compensation, comprehensive benefits, work-life balance, recognition, positive work culture, employee engagement activities, feedback channels, and health and wellness programs.

Athens Administrators places a strong emphasis on hiring experienced professionals and providing them with meaningful training and development, fostering a collaborative environment which enables us to ensure that our employees are well-equipped to meet the diverse needs of our clients and to deliver exceptional service.





Navigate Your High-Stakes Conversion with Athens Administrators


Over the years Athens has managed hundreds of claim program conversions. Through these experiences we have learned that risk managers share many common anxieties when it comes to contemplating a move to a new Third-Party Administrator (TPA). With Athens Administrators, Risk Managers can rest assured that their concerns will be addressed.


At Athens Administrators, we recognize that conversions are a complex process, and we are here to guide you every step of the way. We work closely with our clients to ensure a seamless onboarding, addressing concerns, alleviating worry and delivering exceptional results along the way.


COMMON CONCERNS WHEN CONSIDERING A TPA TRANSITION


 **COMMUNICATION**
Will a new TPA deliver on the promise to provide a higher overall level of communication? Answer phone calls and promptly respond to calls and emails?


 **VENDOR SELECTION**
Will we be included in the ancillary service provider selection process? Creating a truly custom program?


 **SERVICE CONTINUITY**
During the conversion, will our injured workers get lost in the process? Will they face disruption to their treatment? Will they know who to contact for assistance?

 **DATA ACCURACY**
Upon completion of the conversion will our data be complete? Will our ongoing reporting be accurate?

 **STAFF EXPERTISE AND STABILITY**
Will a new TPA be able to consistently provide qualified personnel and be able to eliminate constant turnover of staff?

 **COST MANAGEMENT**
Will our costs continue to escalate, and will choosing a new TPA alleviate the issue?

 **TECHNOLOGY AND DATA SECURITY**
Will a new TPA possess technology that will improve our ability to analyze and report on our risk? Will our ultra-sensitive data be secure?

 **TRACK RECORD AND REFERENCES**
Will a new TPA understand the unique intricacies of our industry and how we operate? Will they “get us”?



COMMUNICATION



Effective communication is the most critical element to a successful program transition and ongoing partnership. Athens understands that fostering open lines of communication, promptly responding to inquiries, and actively involving clients in the onboarding process are the key to success.

By fostering open lines of communication and holding regular meetings, we ensure that our clients are heard and their inquiries are promptly addressed. We actively seek their input and insights in order to shape the services we provide. With Athens as your TPA partner, you can expect transparent and proactive communication, empowering you to make informed decisions which will actively contribute to the success of the overall partnership.

Will a new TPA deliver on the promise to provide a higher overall level of communication? Answer and promptly return phone calls and emails?

At Athens Administrators, we fully understand the significance of effective communication throughout the onboarding and continuing partnership with our clients.

- At the onset of a program transition, we will establish and schedule a regular cadence of communication with our clients. This is designed to meet their specific needs and preferences. Regular meetings during the onboarding process ensures that our clients are apprised of the most current status of their transition, next steps, deadlines and any required actions.
- We prioritize open lines of communication and will assign an Implementation Specialist who is the key contact for our new client during the onboarding process. Our experienced individual's job is to ensure that our clients

are kept well-informed every step of the way. They will answer all questions and provide all requested information.

- Transitions involve many individuals and moving parts and the complexity can generate stress. We value our clients as individuals and therefore regularly schedule clear and comprehensive status meetings that have proven to alleviate this issue.
- We promptly respond to inquiries and address concerns, whether that is via e-mail, text, phone call or a meeting.

We believe that top notch communication during the transition process sets the standard and builds the foundation for a strong and trusting long term partnership.