



VENDOR SELECTION



We actively engage clients as partners, involving them in decisions and initiatives that are designed to drive remarkable outcomes and high levels of satisfaction with our service.

By seeking our clients' feedback, ideas, and suggestions, we gain a deeper understanding of their unique needs, allowing us to tailor our solutions and ensure their satisfaction. This collaborative approach promotes a sense of partnership and empowers clients to contribute to the success of the conversion and future partnership. With Athens as your TPA partner, you can expect transparent and proactive communication that empowers you to make informed decisions and actively contribute to our successful collaboration.

Are you concerned that you will not be included in the decision-making process during a conversion, resulting in a program that is not exactly how you want it?

At Athens Administrators, collaboration is at the core of our conversion process, guaranteeing a seamless transition, unique program development and smooth service continuity for our valued clients.

- Our dedicated Implementation Specialists lead throughout the onboarding process, and actively engage our clients the whole way. Our clients play an active part in the decision-making process, making them an integral part of the journey. We work with clients on everything from creating programs and choosing the staff to administer their account to identifying ancillary service providers and creating communications for their employees.
- We foster a collaborative partnership by regularly sharing updates, progress reports, and performance metrics with clients, ensuring transparency and accountability.

- We encourage open dialogue where clients feel comfortable sharing their concerns, goals, and aspirations.
- We actively seek client input and feedback on their experiences and satisfaction levels to continuously improve and enhance our services.
- We employ a client-centric approach, tailoring our services and solutions to meet the unique needs of each client, ensuring a collaborative and mutually beneficial partnership.

We believe that by working hand in hand with our clients, we can deliver the best possible outcomes. Through this collaborative process, we gain valuable insights and input, ensuring that the services provided are tailored to meet their specific requirements.





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.



SERVICE CONTINUITY



We ensure a smooth transition with minimal disruption to your organization's operations. This allows for maintaining consistent levels of service and the minimization of potential gaps in service throughout the process.

This not only prevents delays in claims processes, which can frustrate injured workers, but also empowers Risk Managers to perform their job more effectively. With Athens as your partner, you can focus on your core responsibilities, confident in the knowledge that your TPA transition will be handled seamlessly, allowing you to deliver exceptional service to your employees.

Are you concerned that during the conversion process, there will be disruptions resulting in communication or service challenges for your injured workers?

Athens Administrators takes several measures to ensure service continuity during a conversion process.

- We conduct an advanced pre-conversion planning and preparation plan, including a detailed analysis of the client's requirements, systems, and processes to identify potential risks and challenges. By understanding the client's specific needs, we develop a comprehensive conversion plan that minimizes disruptions.
- We assign a dedicated team of experienced professionals who specialize in managing conversions. Led by our Implementation Specialist, this team works closely with the client to coordinate all aspects of the conversion process, including data migration, system integration, operational adjustments and banking. Their attention to detail helps to maintain continuity and mitigate any potential issues.
- We prioritize effective communication with the client throughout the conversion process. We provide regular updates, status reports, and timelines to keep the client informed and engaged.
- We leverage advanced technology tools and systems to facilitate a seamless conversion. Our approach ensures secure data transfer, system compatibility, and efficient workflow management, contributing to uninterrupted service delivery.

Athens Administrators prioritizes advance planning, effective communication, dedicated expertise, and technological capabilities to ensure service continuity during a conversion. Our goal is to minimize disruptions, maintain operational stability, and deliver exceptional service to our clients throughout the transition process.