





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.



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.



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.



COST MANAGEMENT

We understand that controlling claim costs is a top priority. At the time of a program conversion Athens will review your historical results with you and search for areas of improvement. Once defined we will set objectives and begin executing.

We have found that our expertise in conjunction with our new customers' input almost always identifies immediate opportunities to optimize claim outcomes and minimize unnecessary expenses. Beyond identifying opportunity from the beginning, Athens will intensely focus on the immediate resolution of claims. This focus on claim closures will reduce overall claims, related administration costs and reduce future liabilities. Athens' objective as your TPA partner, is to help control costs and provide custom solutions that will satisfy your financial objectives.

At Athens Administrators, we take a proactive approach to cost management for our customers. Our experienced team understands the importance of controlling costs and works closely with our clients to develop customized strategies that align with their specific needs.

- We prioritize efficient claims handling in order to minimize unnecessary expenses and reduce overall costs. Our claims examiners are trained to thoroughly investigate claims, identify cost-saving opportunities, and implement appropriate cost containment measures.
- We have established strong relationships with a wide network of medical providers, pharmacies, and other vendors. By leveraging our extensive network, we can negotiate favorable rates and ensure that our customers receive quality care at competitive prices.

- Our utilization review process involves reviewing and evaluating the medical necessity of treatments and services. This helps prevent overutilization and unnecessary costs, ensuring that resources are allocated appropriately.
- We have robust fraud detection and prevention measures in place to identify and combat fraudulent activities. By proactively monitoring claims data and utilizing advanced analytics, we can detect suspicious patterns and take immediate action to mitigate potential losses.
- We provide our customers with comprehensive and transparent reporting that offers insights into their claims data and financials.

Our focus on cost management is driven by our commitment to delivering exceptional value and service to our clients. We aim to help our customers optimize their financial outcomes, control expenses, and achieve sustainable cost savings.



**Are you concerned
that your costs
will continue to
escalate, and that a
new TPA will not
be able to control
your escalating
claim costs?**