



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.