



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.

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.



**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?**