

# TECHNOLOGY AND DATA SECURITY



At Athens, we leverage the latest tools and technologies to drive better outcomes. We embrace technology that is proven to streamline processes, enhance data analytics, and improve overall efficiency.

On-going investments in technology allows Athens to provide our clients with advanced capabilities to deliver services that are efficient and accurate. With Athens Administrators as your trusted TPA partner, you can rely on our technology-driven approach to deliver comprehensive solutions tailored to your needs.

**Are you concerned  
that a TPA's lack  
of technological  
capabilities will  
hinder your ability to  
analyze and identify  
risks within your  
program?**

At Athens, we understand the importance of leveraging the latest tools and technologies to drive better outcomes for our clients.

- We utilize state-of-the-art claims management software to streamline the entire claims process, from intake to resolution. These systems help us efficiently track and manage claims, automate workflows, and ensure timely and accurate processing.
- We harness powerful data analytics tools to analyze vast amounts of data and extract valuable insights. By leveraging advanced analytics, we can identify trends, patterns, and anomalies, enabling us to make data-driven decisions and implement proactive strategies to improve outcomes.
- We provide user-friendly online portals and mobile applications that offer our clients convenient access to their claims information, reporting capabilities, and communication

channels. These digital platforms empower clients to stay connected, track the progress of their claims, and access relevant data anytime, anywhere.

- We utilize automation and workflow tools to streamline repetitive and time-consuming tasks, such as document processing, task assignment, and notifications. Automating these processes improves efficiency, reduces manual errors, and ensures consistent and timely service delivery.
- We prioritize data security and employ robust systems to safeguard sensitive client information. Our secure data management systems adhere to industry standards and regulations, ensuring confidentiality, integrity, and availability of data.

Our advanced technology enables us to maximize efficiency, enhance data insights, and provide proactive strategies that drive positive outcomes for our clients.

# 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

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.



**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?**



# 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?**





# 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?**





# 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 advanced 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.

# **We are the TPA Conversion Experts. Athens makes the migration to a new TPA easy!**

As the perfect partner for any client, Athens Administrators is uniquely qualified to address and resolve TPA conversion related concerns, making us the go-to Third Party Administrator (TPA) for high-stakes conversions. With our deep expertise, experience, and industry knowledge, we have a track record of successfully navigating complex transitions and delivering exceptional results.

Whether it's ensuring data accuracy and integrity, maintaining service continuity, or engaging in effective communication and collaboration, Athens Administrators excels in every aspect. We prioritize the needs of our clients, involving them in the decision-making process. Our commitment to client satisfaction is unmatched.

Moreover, Athens Administrators understands the unique requirements of different industries, allowing us to provide tailored solutions that align with our clients' specific needs. We leverage the latest tools, technologies, and data analytics to drive improved results, streamline processes, and enhance overall efficiency. Our focus on cost management, claim closures, and data protection further reinforces our commitment to delivering optimal results for our clients.

With Athens Administrators as your TPA partner, you can trust in our ability to handle high-stakes conversions with the utmost professionalism, expertise, and care. We are dedicated to surpassing your expectations, mitigating risks, and optimizing outcomes in any situation.

**Experience the  
difference of working  
with the TPA that  
consistently delivers  
exceptional results—  
choose Athens  
Administrators, we will  
successfully navigate  
your high-stakes  
conversion.**

**For more information about Athens and our services, please visit our website at [www.athensadmin.com](http://www.athensadmin.com), or contact us at 866.482.3535 or [info@athensadmin.com](mailto:info@athensadmin.com).**