WHY DO YOU NEED WILLIS TPA SELECTION SERVICE?

Just one miss-handled claim can cost a company thousands of dollars. Deciding upon the right TPA is a complex process that requires substantial knowledge and understanding of the claim administration process. This is the expertise that the Willis Third-Party Claim Administrator Selection Services team brings to our clients as they make this important decision.

The Willis team is comprised of highly trained and experienced claim consulting professionals committed to helping you identify and evaluate the multitude of factors involved in the selection of your TPA.

PRICE VS. COST

The TPA’s pricing structure is a primary consideration. Various pricing options are available, as well as numerous hidden expenses that must be identified and taken into account when determining the price you will actually pay. Willis has developed a proprietary model that calculates the price associated with the various options offered, allowing you to make a completely informed decision.

Pricing is important – but it is not the only consideration. The quality of services provided and the outcomes generated by the TPA are also critical.

There is the price of the claim service and then there is the cost of these services. The cost relates to the quality of the work performed on your behalf. Poor quality translates to higher paid amounts on the universe of claims they handle for you. Just the reverse is true for high-quality claim service.

ASSESSED QUALITY

The Willis team has years of experience working with TPAs across North America as well as with international providers. As a result, we have:

- A clear understanding of a TPA’s strengths and weaknesses
- Formulated critical questions that must be asked
- Standard protocols that must be met
- Metrics that accurately evaluate their outcomes

HOW DOES THE PROCESS WORK?

Every client is unique. The first step therefore is to interview you to learn your explicit requirements. Based upon our discussion with you, the Willis team will identify a selection of the TPAs that can best meet your needs. From this point, a Request for Proposal (RFP) is drafted capturing the required questions and detailing your claim handling specifications. We will analyze your claim loss data and design a survey that is submitted with the RFP to the TPAs that were previously identified as potential candidates. Although design and submission of the RFP seem relatively straightforward, this is a critical step and must be undertaken in the proper manner. The Willis team is skilled in the design of an effective RFP – which results in the most informative response from the TPA.

Once the responses are received, we analyze the pricing, confirm that required specifications are met, follow up on any questions, and provide you with our recommendation – a recommendation based on your requirements as well as our team’s knowledge of the TPA industry – an industry that is becoming more complex and dynamic every day.

Once the final candidates are selected, the interview process begins. We will participate in the meetings with advice and counsel. When the candidate is chosen, the implementation plan is established, timelines set and the TPA process begins.
WHY PARTNER WITH THE WILLIS?

First, we understand the difference between price and cost. Cost is made up of what you will pay your claim administrator, what you will pay on your claim files and the time you will spend administering the claim process. Since we see the entire cost picture, we are in a prime position to help you select the most cost effective TPA. Secondly, the Willis team understands this business and possesses the knowledge and experience to drive best possible outcomes for you. Finally, on occasion, issues do arise and, because we have excellent relationships at the highest levels across the claim industry, we can resolve most issues expeditiously and in your favor.

SEE WHAT THE WILLIS TEAM BRINGS TO THIS PROCESS

CLIENT A was a new client and requested that Willis review their current TPA contract. The review uncovered an opportunity to drastically reduce claim handling and managed care fees through an expedited marketing exercise and change in medical bill re-pricing philosophy from percent of savings to per-bill pricing.

On behalf of the client, we obtained a 50% decrease in TPA and managed care fees over the expiring contract while remaining with the current carrier/TPA.

CLIENT B had been with their existing TPA for three years and the WC claim service began to decline severely. Also, the TPA’s risk management information system (RMIS) was inferior to competitors, and the TPA pricing continued to escalate year after year. Willis was engaged to conduct a TPA RFP with service parameters highlighted to address the client’s concerns. After careful analysis of the data, Willis made recommendations and a new TPA was selected and service implemented within 45 days. The client now has reduced program pricing, designated adjusters on their account and enhanced RMIS capabilities.

CLIENT C felt their TPA was too closely aligned with their insurance carrier owner. Willis offered a TPA Selection Service and analyzed the program’s services and costs. An RFP was issued to the incumbent and three other TPAs. After obtaining responses, Willis provided a score card to the client showing a side-by-side analysis of each TPA’s costs and services. We examined the upfront and cost containment fees and made recommendations for change. The changes were implemented, saving the client 24% on their existing TPA.

CLIENT D had a bundled program with its carrier and was unhappy with the turnover in adjusters, the failure to comply with Special Account Instructions and the lack of communication with injured workers and the risk management department. Willis was engaged to request the carrier to unbundle the program and, although they agreed, they limited our TPA choices to those on their approved list. Since none of the TPA choices on the carrier’s list appealed to the client, we conducted a TPA Selection Service analysis. We found the correct TPA for the client and then found a carrier who was willing to work with that TPA. The new TPA not only provides better claim service but more competitive fees.

CONTACTS

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