



hi-tech health

A Platform Like No Other



Client Overview

This full-service, HIPAA-compliant third-party administrator (TPA) has core competencies in group and individual insurance, risk management, claims processing, benefits management, and consulting services. They create tailored plans to fit their customers' needs and handle the management of benefit plans, reducing administrative burdens along with minimizing costs.

This TPA offers solutions to public and private sectors including schools, libraries, unions, welfare benefit trusts, and small to large businesses. They are licensed in many states and represent financially strong insurance carriers.

Challenges

While handling administration for multiple products such as Life Insurance, Short & Long-Term Disability, Dental, Student Accident, and Flexible Spending, this TPA identified an opportunity to administer dental plans for state and government contracts but lacked the platform to meet the needs of their clients.

The organization needed a customizable, scalable solution to handle their clients' specific workflows and support all the products they provide. They also needed specific reporting and a higher auto-adjudication rate to stay up-to-speed with the rising volume of claims.



Solution

Hi-Tech Health established workflows to improve efficiency, eliminate manual processes, and customize a solution for their business.

See how they did it



hi-techhealth.com

Here's how they did it:



Implementation

Setting up the APIs for all the strategic partners who support their process



Training

On-site and online sessions about all the valuable features of the Series 3000 solution to the claims processing staff



Ongoing Support

Led by our dedicated Account Manager to address issues as their business grew

Results:

- ✓ **A long-term partnership of over 15 years**
- ✓ Seamless integration with all strategic partners
- ✓ Significant growth in membership and revenue
- ✓ Significant savings on automated workflows
- ✓ **87% auto-adjudication rate achieved**
- ✓ Monthly reporting package delivered to their clients on their web portals along with additional on-demand reporting

87%

auto-adjudication
rate achieved

15 YEAR

long-term
partnership

"For over 15 years, Hi-Tech Health has worked strategically with us to improve efficiency in our organization. As a full-service third-party administrator specializing in insurance, risk management, and employee benefits, we needed a system to keep us up to speed with our rising number of claims. When no other platform could meet our needs, they tailored our software to increase our auto-adjudication rate to 87%. As our long-term partner, they've enhanced our system to further grow our business over the years. I can always count on their team and highly recommend them to any third-party administrator. Whatever your needs are, they'll find a solution that's right for you."

President, Insurance & Employee Benefits

Looking for a foundational partner to grow your business?

Schedule a demo today.

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