



# TICUA Benefit Consortium Transition News

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Number 1

This is the first in a series of communications to keep you informed of the changes taking place with the Consortium Plan. We hope you will find this helpful to you. Please share this with your family members who are also covered under the Plan so they too will know what to expect.

## **New Claims Administrator Selected**

After several months of going through an extensive evaluation of our existing Third-Party Administrator (TPA) and its competitors, at the May 15 Board meeting a new TPA was selected. This firm, North American Health Plans (NAHP) will begin administering our Plan effective August 1, 2003. During the next few weeks we will be meeting to develop the detailed action plan necessary to make this transition as smooth as possible. In the course of developing those details we will address such concerns as: when do your providers start sending their claims to the new address; how will we help you communicate the change to your providers, and; when will your new ID cards be sent to you.

Several things we can tell you now:

- There will NOT be another enrollment and you will not have to fill out any new paper work;
- There are NO changes in the Plan being made in connection with the change of TPA;
- We have NOT made a decision on changing PPO networks (your providers);
- We have NOT made a decision on changing pharmacy providers (Express Scripts);
- You WILL have improved service when you call NAHP with a claim question;
- You WILL receive a new ID card (or cards) before August 1;
- You and your providers WILL see improved turn-around time on your claims;
- You WILL have improved information access (web site and toll free number), and;

Your providers WILL have improved information access through the web site and a fax back service.

NAHP was founded in 1983 and currently administers health benefits for more than 350 groups representing in excess of 700,000 participants. It has experience dealing with both higher education and consortium-type plans. It has offices in Atlanta, Boston, Houston, Memphis, Tampa, St. Louis, New Orleans and Buffalo. In serving clients they use a team approach with a supervisor heading a team (usually about 10 people) made up of a mix of claims examiners, customer service representatives and enrollment specialists. TICUA will have an assigned team reachable through a dedicated 800 number.

Part of NAHP's contract with TICUA calls for them to process 90% of all complete claims within ten (10) days of receipt and to have no more than a 2% error rate on the accuracy of determining benefit amounts. Failure to meet these performance measures will result in loss of part of their fees.

Watch for additional information in the days and weeks ahead.

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