

# The ESIS Approach to Ensuring Seamless TPA Changes

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*Choosing the right Third-Party Administrator (TPA) can make a world of difference when changing from one TPA to another. While the process is inherently challenging, with the right partner it can be executed seamlessly. ESIS stands out through its proprietary transition methodology, supplemented using [ESIS Intelligence](#) to deliver unparalleled service and optimal outcomes when it comes to providing a smooth transition for its clients.*

## Seamless Transition Timeline

One of the most critical aspects of transitioning TPAs is maintaining a seamless timeline. ESIS takes the heavy lifting off clients' shoulders by meticulously managing the process from start to finish. The process begins with a meeting to explain each step while also customizing the requirements and plan to client specific needs. Next, ESIS coordinates with the outgoing TPA to gather all necessary deliverables. This proactive approach ensures that data is requested well in advance and the transition plan is well articulated, avoiding disruptions to initial payments and benefits processing.

## Continuity in Medical-Provider Arrangements

A significant concern during TPA transitions is the impact on employees' ongoing treatments. ESIS thoroughly reviews medical-provider arrangements to ensure that employees' existing providers are not impacted. By obtaining detailed information on who is receiving prescriptions and nurse case management, ESIS ensures continuity of care. Communication is sent out to all involved parties well ahead of the transition, providing new adjuster details and claim numbers, thus preventing any uncertainty or gaps in treatment.

## No Benefits Disruption

Another critical area of focus is benefits continuity. ESIS ensures that there is no disruption in prior claim management or benefits, with an eye toward maintaining financial stability for injured workers. By requesting all necessary information in advance and coordinating closely with the outgoing TPA, ESIS is positioned to ensure all payments are processed smoothly, avoiding missed payments or delays.

## Technology Tools

Supplementing the transition process is ESIS Intelligence, ESIS' innovative approach to

integrating technology and data intelligence with the human touch. The critical transition step that distinguishes ESIS is our superior data preparation and mapping. Before the transition date, ESIS ensures that all data is meticulously reviewed and mapped correctly. This proactive approach prevents any hiccups during the actual data transfer, ensuring that all information is timely and accurately loaded into the claim system. This level of preparation is unmatched in the industry and is crucial for a successful transition.

ESIS has made significant investments to provide clients with top-tier reporting capabilities and claim trend analysis. ESIS' proprietary RMIS platform, Global Risk Advantage, enables delivery of precise and actionable insights, helping clients make informed decisions and manage risks more effectively. ESIS loads claim notes and imaged documents for view in Global Risk Advantage for all open and reopen takeover claims as part of the transition process. Additionally, clients can generate detailed and up-to-date financial reports including prior financial activity for historical takeover claims. Further, as claims transition, injured workers and third-party claimants can easily interact with their new adjuster via two-way texting and access their claim information online via our self-service portal, MyView.

## Addressing Information Gaps

Transitioning to a knowledgeable and experienced TPA like ESIS is also an excellent opportunity to fill in claims information gaps, such as custom data fields that were not previously captured, a robust location structure to allow for easy access to specific claim information, and any other missing claim data elements that clients want captured at the claim level for knowledge or reporting purposes. ESIS' comprehensive approach involves triaging claims, reviewing them in detail, and identifying areas for improvement. This process ensures a smooth transition and enhances the overall quality of claims management.



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## Communication is Key

Throughout the transition process, communication is the cornerstone of ESIS' approach. Keeping everyone informed about what to expect, ongoing progress, and any challenges ensures that there are no surprises. Regular touchpoints, consistent updates and transparent communication build trust and confidence among clients, leading to positive outcomes.

Transitioning to a new TPA can be a daunting task, but with ESIS, it doesn't have to be. The combination of a seamless transition timeline, continuity in medical-provider arrangements, limiting disruptions of benefits and payments, advanced technology resources, and a strong focus on communication throughout the claim management process ensures a smooth and successful transition. With ESIS, clients can rest assured that they are in capable hands, with a team dedicated to making the process as effortless as possible for all parties involved.

**To learn more about the Value of ESIS and to find out more about our approach to transitioning to a new Third-Party Administrator, please contact [info@esis.com](mailto:info@esis.com) to schedule a consultation.**