



TPA Successfully Scaled its Business with a Fully Integrated Digital Front Door and Superior Reporting

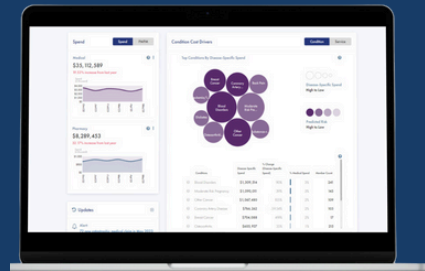
One stop-solution: best-in-class analytics and engagement tools empowered this TPA to efficiently grow and save time in FTE reporting

Challenge:

A Midwest TPA client struggled to distinguish their value prop against incumbent BUCA carriers and gain meaningful market share against other regional TPAs and fully insured companies. The CEO of the TPA was worried about presenting the ROI to their clients. The TPA also struggled with increasing service adoption while managing costs and mitigating risks for self-insured employers. To address these issues, they aimed to provide a superior member experience

Solution:

Keeping the challenges in mind, through zAnalytics, the TPA provided robust reporting and insights into what was driving the overall risks and costs. They only hired 20% more employees to manage their overall growth because of the time saved. In addition to zAnalytics, the client implemented zConnect to streamline the member experience. It allowed the TPA to provide a unified member experience. zConnect continues to act as the member app for this client's real-time access to care. The app proved easy to use, with an AI-integrated 1:1 chat function to reduce call times. This was the game changer for the CEO of this TPA.



Impact:

In the two years that we've worked with this client, we have achieved remarkable results:

180%

Growth Rate

4:1 ROI

in FTE reporting

300 FTE hours

saved monthly on reporting

Leverage our analytics tool, including reporting, to scale your business!

Request a demo today!