



Claims and Benefits Administration System

FLEXIBILITY | FUNCTIONALITY | TECHNOLOGY

vbasoftware.com

THE LATEST TECHNOLOGY IS AT YOUR FINGERTIPS

In today's environment, technology and infrastructure are critical for healthcare payers to achieve their business goals and support continued growth and innovation. Investing in the right technology and choosing the right partner is essential.

VBA Software is a claims and benefits administration system that delivers the flexibility, functionality and technology you need to administer multiple lines of business on a single platform. Run your business more efficiently with a secure, scalable and highly configurable solution that moves with you, so you can stay one step ahead of the competition and be the trusted advisor your clients are looking for.

Modernize Your Adjudication System

Healthcare payers need to be increasingly agile to respond to the demands of the market. Moving to a more modern administrative processing system can help you automate manual processes and streamline workflows. This is especially true when it comes to claims adjudication. Increasing timeliness and accuracy of claims payments can help lower costs and improve member and provider satisfaction.

Benefits of VBA Software

- ✓ Auto adjudication rates of 83% to 95%+
- ✓ Automated processes and workflows
- ✓ Increased operational efficiency
- ✓ Intuitive, user-friendly design
- ✓ 260+ canned reports, plus SQL access to your data

Client auto adjudication rates vary based on benefit plan design and configuration.



Lightning-Fast Claims Adjudication Speeds



VBA adjudicate is the claims processing engine for VBA Software. It harnesses the power of serverless computing, allowing you to process all your claims files at top speeds – even during peak business hours.



One Client's Results

By replacing their outdated legacy claims processing solution with VBA Software, one healthcare payer was able to expand their business, increase efficiency and improve client satisfaction.

4x

Claims Processed
per Day

98%

Customer
Satisfaction Rating

7.61x

Increased Organizational
Efficiency

Turnkey Implementations

Staffing resources are at a premium for healthcare payers and implementations can be time consuming. VBA will customize your implementation to meet your specific business needs. Whether you are looking for expert trainers to support your in-house team or a turnkey implementation with one of our business process outsourcing partners, VBA will make it happen.

“

VBA has a very easy-to-use and flexible interface with numerous shortcuts and navigation options that have allowed us to streamline our training process.

Michelle Bounce,
President, J.P. Farley



CLOUD-BASED CORE ADMINISTRATIVE PROCESSING SOLUTION

Delivering the Functionality You Need to Streamline Your Operations

VBA Software provides healthcare payers with a complete solution that supports critical business functions on an integrated platform where there is a single source of truth for all business operations teams.



Revenue Cycle Management

Capture revenue through premium billing and manage costs from the time a claim comes in the door through completing the payment to the provider.

- **Premium Billing and Accounting**

Configure and assign rates individually or among groups across your entire business. Plus, everything you need to pay a claim from requesting funds, through cutting checks to electronic transactions.

- **Claims**

Flexibility to manage a wide variety of claim types seamlessly, including medical, dental, vision, HRA/HSA, flex plans, life, disability and more. Full audit and suspense modules ensure accurate and efficient processing.

- **Fee Schedules**

Define any number of fee schedules and pricing structures and assign them by network and effective date to any number of provider records.

- **Reinsurance**

One of the most comprehensive reinsurance modules in the industry that can accommodate almost any plan design. Detailed configuration of member-specific deductibles, lasers, claim exclusions, tier factors, reinsurance levels and more.



Care Coordination and Support

All the tools you need to manage utilization, track appeals and grievances and provide intensive support for your high-risk populations.

- **Authorizations and Referrals**

Review and approve authorizations and referrals manually or automatically based on user-defined clinical criteria. Authorization information is tightly coupled with claims adjudication for efficient and accurate processing.

- **Care Management**

Create care units, assign care managers and develop comprehensive care plans with no limitation on design.

- **Appeals and Grievances**

Track all aspects of a grievance or appeal along with any associated notes, unique codes and documentation.

- **Call Tracking Services**

Full call tracking, notes and document management capabilities. These functions, paired with easy navigation to key data into the application, allow your CSRs to be more productive and effective.



Provider and Network Management

Manage your provider networks and capture the necessary data for contracting, credentialing, provider directories and payments.

● Provider Services

Manage provider data including demographic information, provider types, specialties and languages. Manage provider pricing for fee schedules, contracted rates, DRGs, per diems and more.

● Credentialing

Track all essential credentialing information including quality, attestations, licensing and related documentation. Maintain an audit trail for accreditation and other regulatory requirements.

● Capitation Services

Arrange payments for physicians, hospitals or other healthcare providers based on PEPM or PMPM contracted rates for a defined population that can be adjusted for age, gender, severity of illness and/or regional differences.



Configuration Services

Build plans, configure benefits and enroll subscribers and dependents with ease, all while maintaining a full audit trail.

● Enrollment

Enroll members in any number of customized plans and tier combinations while tracking accumulators, beneficiaries, bank accounts, invoices and more.

● Group Services

Set up new groups by defining contracts, divisions and plans. Set up applicable payer accounts for claims funding, premium billing and commissions.

● Plan Building

Configure benefits for individuals and groups to control every aspect of claims payment and auto-adjudication. Manage plan, tier and network offerings along with any number of unique divisions.

● Commission Services

Support even the most complex commission structures for your brokers and groups. Commissions wizard can calculate the commissions for your groups and generate the payment records.



Access and Security

Limit access to data and reports through user-defined security areas. Manage user logins and passwords and track user activity with full user logging and audit functions.

● Security Services

Each object and report can be restricted to Admin, Update or View access through user-defined security areas. Secure data within those objects and reports with data level security provided by VBA Security Services.

● User Services

Manage names, demographic information and passwords along with user logging and auditing. Track when a user logs in or out of the system, when they went idle, what screens they visited and what information they searched.

Security You Can Trust

Leading technology requires the best security, and we offer it with HIPAA and SOC II compliance. All data we host lives in the cloud and is fully encrypted in transit and at rest.



Why Choose VBA



Thousands of APIs
to enable interoperability



15+ | preferred partners



250+ | trading partners



Multiple
software releases per year



99.999% uptime



U.S. Based
100% | Staff, development and support



Five years ago, I gave my staff three claims software vendors to review for purchase. We spent months evaluating and decided to move forward with VBASoftware. It was the best decision we have made as a company.

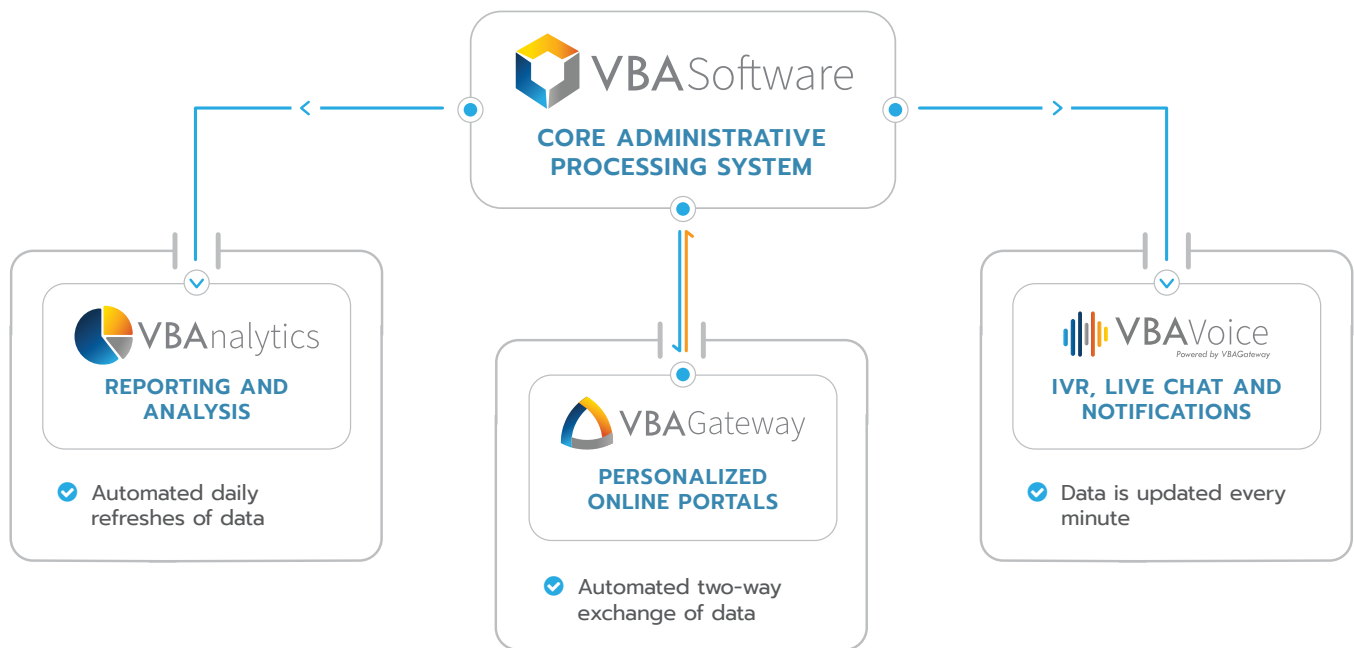
Richard D.,
President of a TPA

Stop Struggling with Data Fragmentation

Experience the true benefits of integration with VBA's suite of solutions for healthcare payers. When data flows seamlessly between systems, it makes the healthcare experience more efficient and reduces the frustration of dealing with multiple system integration points.

A Complete Solution Suite

The integrations are already built for you.



● Build Connections to Your VBA Technology with VBAPI

Leverage VBA's library of thousands of APIs to enhance your user experience and enable interoperability. Use VBAPI to connect VBA solutions with your existing architecture. Anything you can do with VBA Software, you can do with our APIs.

● VBA Data Management

Healthcare data is constantly in motion. Managing inbound and outbound data with your clients and partners takes a lot of time and IT resources. VBA Data Management services will handle the setup with your clients, vendors and trading partners and provide secure storage and transfer of your files.

**Let VBA handle the heavy lifting and free up
your IT staff to focus on other priorities.**

A COMPLETE SUITE OF SOLUTIONS FOR HEALTHCARE PAYERS

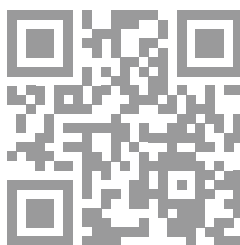


VBA offers an integrated suite of solutions to help you manage costs, improve patient outcomes, analyze your data for better decision making and respond to changing regulations and market conditions.



We make the healthcare experience better for everyone.

Learn More About
VBA's Suite of
Technology Solutions



Get Started Today!

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