A New Claims and Benefits Administration System

VBASoftware

FLEXIBILITY | FUNCTIONALITY | TECHNOLOGY

vbasoftware.com

The Latest Technology is at Your Fingertips

We're thrilled to introduce VBASoftware 4.0—a claims and benefits administration platform built to empower your organization with unmatched flexibility, functionality, and innovation. With VBASoftware 4.0, you can manage multiple lines of business on a secure, scalable, and highly configurable platform that evolves with your needs.

Key enhancements in VBASoftware 4.0 include:

- ✔ A modern, intuitive interface that simplifies workflows and helps users complete tasks faster.
- ✔ Streamlined navigation to quickly access your most-used tools and features.
- ✔ A simplified structure for faster, more effective onboarding of new users.
- ✔ Enhanced capabilities in reinsurance, claims invoicing, and network profiles to support your organization's growing needs.

- ✔ A new AI-powered in-app chat tool for real-time support, helping resolve issues quickly and keeping workflows uninterrupted.
- ✔ Advanced security features like Multi-Factor Authentication (MFA) and Single Sign-On (SSO) for improved usability and protection.
- ✔ Seamless integration with external systems, enabling data synchronization across your ecosystem of tools and platforms.

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 VBASoftware

- ✔ Auto adjudication rates of 83% to 95%+
- ✔ Automated processes and workflows
- ✔ Increased operational efficiency

- ✔ Intuitive, user-friendly design
- ✔ 260+ pre-configured reports, plus SQL access to your data

Adjudication targets can be tailored to client goals, ensuring a solution that fits specific objectives.

Exclusively Available in VBASoftware

VBAssist

AI-Enabled Virtual Assistance

VBASoftware users can save time and effort by using VBAssist. Ask questions and receive instant answers and advice on how to use any feature within VBASoftware. Make every user a system expert with VBAssist.

VBAdjudicate

Lightning-Fast Claims Adjudication Speeds

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

VBAIntelligence

Intelligent AI-Trained TPA Assistant

VBA Intelligence is trained on all facets of the TPA. It absorbs years, even decades, of organizational knowledge. Employees, whether new or seasoned, can interact with the Intelligent TPA assistant to get insights, answers, and guidance.

One Client's Results

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

4x
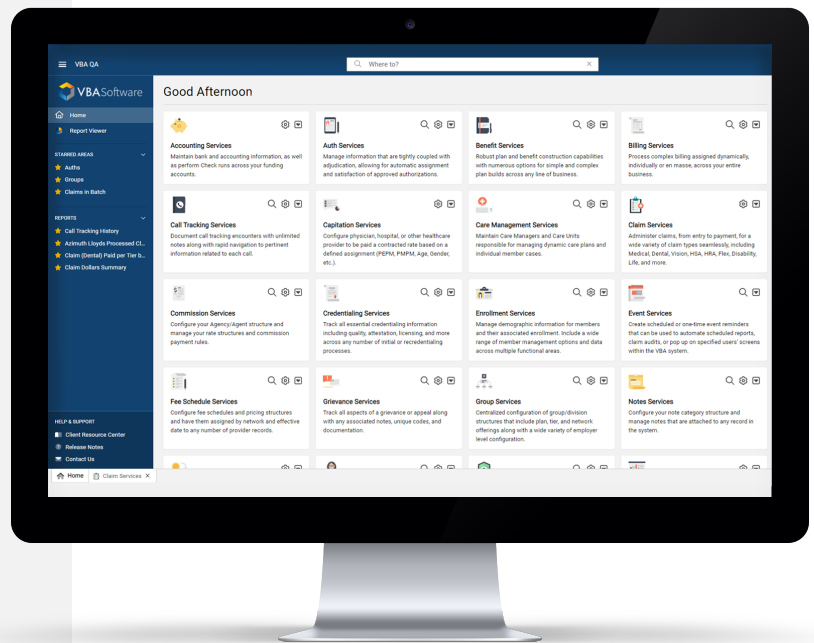Claims Processed per Day

98%
Customer Satisfaction Rating

7.61x
Increased Organizational Efficiency

For healthcare payers, migrating admin platforms can seem daunting and time consuming. However, VBA's team of industry and solution experts coupled with built-in AI capabilities make implementing VBASoftware a breeze. We leverage best practices from dozens of implementations to ensure your most critical business needs are met and get you up and running on our platforms fast.

With VBASoftware 4.0, you can confidently run your business more efficiently, stay ahead of the competition, and remain the trusted partner your clients rely on.

VBASoftware 4.0

VBASoftware

CLOUD-BASED CORE ADMINISTRATIVE
PROCESSING SOLUTION

Delivering the Functionality You Need to Streamline Your Operations

VBASoftware 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.

Delivering the Functionality You Need to Streamline Your Operations

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.

VBASoftware

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, SOC II compliance, and HITRUST readiness phase of certification. 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.*
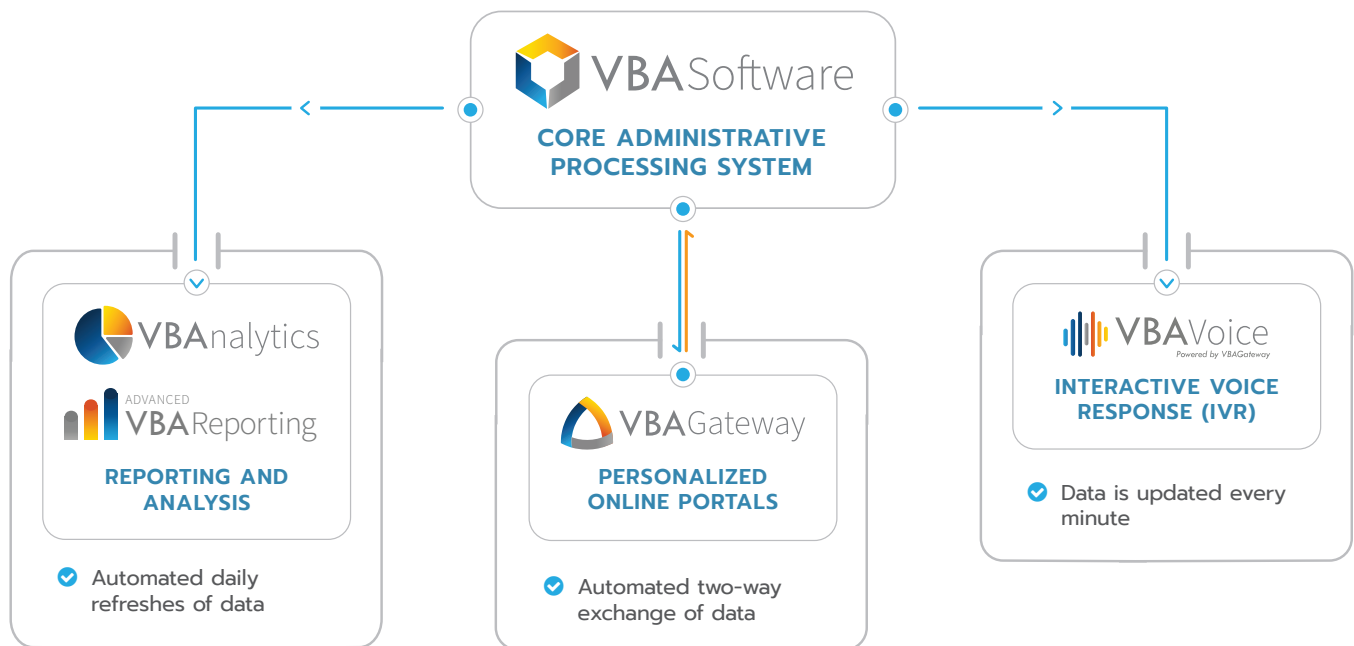
**Richard D.,
President of a TPA**

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.

VBASoftware
CORE ADMINISTRATIVE PROCESSING SYSTEM

VBAnalytics
ADVANCED **VBAReporting**
REPORTING AND ANALYSIS
✓ Automated daily refreshes of data

VBAGateway
PERSONALIZED ONLINE PORTALS
✓ Automated two-way exchange of data

VBAVoice
Powered by VBAGateway
INTERACTIVE VOICE RESPONSE (IVR)
✓ Data is updated every minute

● **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 VBASoftware, 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 take care of the complexities so your IT team can focus on driving innovation and strategic priorities.

Empowering the Future of Benefits Administration with
INTELLIGENCE, INSIGHTS, AND IMPACT.

At VBA, we deliver cutting-edge, personalized technology tailored to meet the evolving needs of healthcare payers. **Our intelligent solutions provide actionable insights and efficient processes, enabling confident decision-making and seamless operations**. With faster, more accurate claims processing and enhanced scalability, VBA is transforming the healthcare landscape—driving meaningful outcomes for your business and the members you serve.

VBAdjudicate

A POWERFUL CLAIMS PROCESSING ENGINE WITH LIGHTNING-FAST ADJUDICATION SPEEDS

VBAssist

AI-ENABLED ASSISTANCE BRINGING INSTANT, ACCURATE ANSWERS TO VBASOFTWARE USERS

VBAIntelligence

INNOVATIVE FEATURES AND SOLUTIONS LEVERAGING AI FOR MORE EFFECTIVE, EFFICIENT BUSINESS OPERATIONS

Claims and Benefits Administration
VBASoftware

Reporting
VBAReporting

Enable Interoperability
VBAPI

User Engagement and Support
VBAGateway
VBAMobile
VBAVoice

Population Health and Business Insight
VBAnalytics

Innovative Technology, Proven Results
Evolve Your Business with VBA

vbasales@vbasoftware.com | 1.866.731.1571 | vbasoftware.com

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WE MAKE THE HEALTHCARE EXPERIENCE BETTER FOR EVERYONE