

TPA Vendor Comparison

Effective January 1, 2020

	HMA	First Choice	UMR	Premiera
Medical Network Disruption				
• % of Providers In-Network	91.1%	93.7%	92.5%	95.1%
• % of Claims In-Network	93.6%	93.9%	93.3%	94.8%
Claims Submission Options	fax, mail	app, web, fax, mail	app, web, fax, mail	app, web, fax, mail
Accuracy of Claims Processing	97% - performance guarantee	95% - performance guarantee	96.9% - performance guarantee	98%
First Call Resolution	N/A - will answer phone in 60 seconds	N/A - less than 5% abandonment rate	Not included	76%
Provider Search Options	web - provider address & phone	web & app, cost & quality	web & app, cost & quality	web & app, cost & quality
FSA/VEBA Documentation	EOB	EOB	EOB	EOB and excel download
Prescription Vendor	Will work with most PBMs including CVS	Will work with most PBMs including CVS	Preferred = OptumRX but will work with CVS	Express Scripts Can do RX disruption but needs data from CVS, can transfer mail order & prior auth
Cost Containment	annual recommendations	annual recommendations, monthly reports and add on programs	annual recommendations, monthly reports and add on programs	annual recommendations, monthly reports and add on programs
Customer Service Hours	6am - 6pm	7am - 5pm	24/7 7-5 pm Bothell	5 am - 8 pm
Care Navigator	additional cost, new program	included	included	included
Business Structure	wholly owned subsidiary of Regence For Profit	provider/hospital owned For Profit	Fortune 50 company For Profit	Not for Profit