Where do you want to grow?
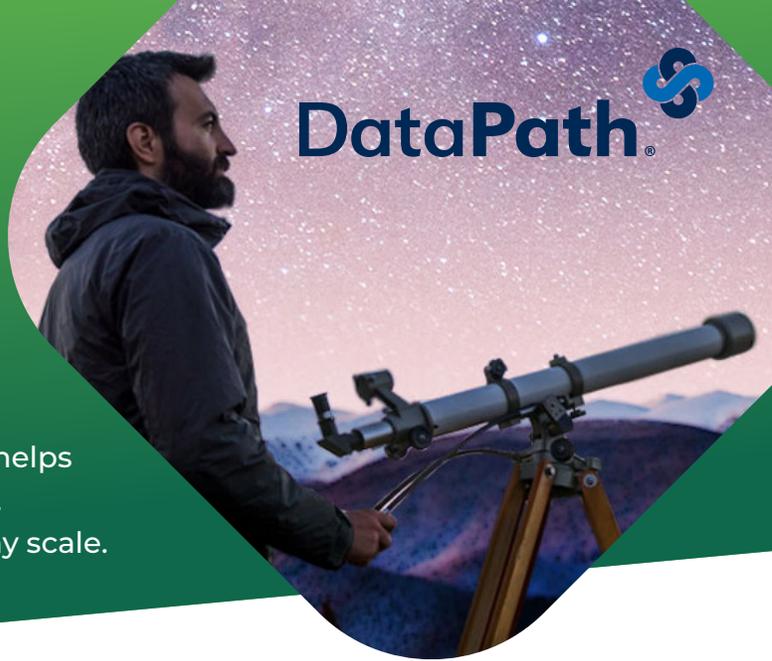
Operations BPO

DataPath Operations Business Process Outsourcing helps TPAs get where they want to grow by reducing costs, increasing efficiency, and preparing for growth on any scale.

All Administrative Platforms

DataPath Operations BPO can work with essentially any administrative platform on the market. For cloud-based systems, secure web logins are typically all that is required. For premises-installed systems, we utilize a secure VPN connection.

Quick and Accurate

DataPath Operations BPO has experience working with all standard plan types, including complex and tiered benefits. With a client-reported accuracy rate of 99%, we have processed:

- 3.4 million CDH claims
- 1.1 million COBRA transactions
- 100,000+ CDH enrollments
- $129 million in CDH contributions

- 145,000 COBRA plan setups
- 85,000+ COBRA election notices
- 48,000 COBRA enrollments

All Types of Plans

DataPath Operations BPO works with nearly all programs administered by employee benefits TPAs, including tax-advantaged, post-tax, and compliance plans. Common plan types include:

- Health Care Flexible Spending Accounts (FSA, LPFSA)
- Dependent Care Flexible Spending Accounts (DCAP, DCFSA)
- Health Reimbursement Arrangements (HRA, ICHRA, EBHRA, QSEHRA)
- Health Savings Accounts (HSA)

- Lifestyle Spending Accounts (LSA) and other Well-being plans
- Commuter/Transit/Parking Accounts
- COBRA and State Continuation
- Retiree and Direct Billing
- Premium-Only Plans (POP)

Upgrade Service while Lowering Costs

Prepare for growth by upgrading your customer service while lowering your operational costs by as much as 65%. Ask to see ROI studies using real-world TPA data that reveals how much you can reduce your day-to-day, monthly, and peak season processing expenses. Multiple FTE pricing options are available.

For more information

Get where you want to grow by having DataPath Operations BPO free up your staff for more valuable activities like client relationship management, participant customer service, and broker outreach. *Contact us today at dpath.com/bpo to learn more.*

Available CDH Services

Employer plan setup and renewal	Claims Processing
◆ Setup employer plans (FSA/LPFSA, DCAP, basic/complex HRA, ICHRA, QSEHRA, HSA, Transit, Parking, LSA) ◆ Renew employer plans for a new year	◆ Adjudicate online/mobile claims ◆ Adjudicate/substantiate debit card transactions ◆ Enter faxed/emailed claims (manually) ◆ Import carrier claim feeds, correcting import issues ◆ Present all claims to TPA for review/approval
Participant demographics/status changes	**Participant enrollment and re-enrollment**
◆ Setup initial participant accounts at migration ◆ Perform participant plan status changes	◆ Enroll participants for new/migrated employer plans ◆ Re-enroll participants
Preparing raw data for import processing	**Supplemental customer service/research**
◆ Review, convert, and manipulate data files from various TPA sources (carriers, enrollment systems, payroll) for importing into administrative platforms	◆ Research historical information for TPA use in responding to complex customer service questions
Developing custom data and report extracts	**Generating employer invoices**
◆ Develop and generate custom data extracts with TPA-defined content and delivery frequency	◆ Prepare invoices for administered services using TPA-defined formulas and administrative platform data extracts
Printing and mailing fulfillment services	**Turnkey account administration**
◆ Send documents to either DataPath Fulfillment or TPA's linked printer	◆ All of the above, based on information and guidance on administrative preferences provided by the TPA

Available COBRA and Billing Services

Employer plan setup and renewal	Participant enrollment and re-enrollment
◆ Create templates and import tiered rates for healthcare coverages, benefits accounts, and custom plans (or add manually)	◆ Add/update participant and dependent demographics (census), assigned coverages, coverage status, banking and subsidy info via import or manually
Participant demographics/status changes	**Participant enrollment and re-enrollment**
◆ Import COBRA/Billing participant terminations, QEs, and elections for healthcare coverages and benefits accounts (or process manually)	◆ Queue and pause participant, employer, and carrier notices; send notices to either DataPath Fulfillment or TPA's linked printer
Developing custom data and report extracts	**Supplemental customer service/research**
◆ Develop and generate custom data extracts with TPA-defined content and delivery frequency	◆ Research historical information for TPA use in responding to complex customer service questions
Generating employer invoices	**Turnkey COBRA administration**
◆ Prepare invoices for administered services using TPA-defined formulas and data extracts	◆ All of the above, based on information and guidance on administrative preferences provided by the TPA

DataPath® grow

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