



Print News Release

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### **HCAA TPA Operations Benchmarking Survey Released**

MINNEAPOLIS — The annual benchmarking survey for the TPA industry was released today by the Health Care Administrators Association (HCAA). The survey provides participating firms with relevant information to gauge their operations versus industry peers. Participants are also able to measure and improve productivity, evaluate employee effectiveness, track emerging technologies, monitor and manage expenses, and protect the bottom line return on investment.

“I find the operational benchmarks an extremely valuable tool when assessing the goals of our operation,” said Capitol Administrators CEO and member of the HCAA Board of Directors, Dave Reynolds. “I use these benchmarks to set goals for the coming year if I find we are out of the norm in any area within our company.”

Third Party Administrators across the country will receive the survey both electronically and a hard-copy format. Participants are asked to complete the survey and submit it by Tuesday, March 15, 2011.

Designed with the input from actual industry companies, the survey captures the most applicable information while requiring minimal time and effort from the participant.

Questions participants are asked to answer include:

*Does your firm outsource any claims adjudication services?*

*What was your firm’s closing ratio for proposals generated in the latest completed fiscal year?*

*What was your firm’s internal “cost per claim” for the most recently completed fiscal year?*

*For your firm’s new business written within 2010 effective dates, what were the sources?*

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Participating companies receive a complimentary *Individual Respondent Report* that shows their company's survey responses alongside the industry benchmark. The personalized summary is sent to each company confidentially, using only an assigned code as the identification number. Participating companies also receive an aggregated industry comparative. The aggregated results are given out at HCAA's TPA University held at the Hilton San Diego Bay Front, July 13 – 15, 2011.

Industry Insights, Inc., a reputable research firm that specialized in industry performance studies, administers the survey.

If you are a TPA and did not receive information on the survey, but are interested in participating, contact Rachel England at [Rachel@hcaa.org](mailto:Rachel@hcaa.org) for more information.

The Health Care Administrators Association is a nonprofit trade association comprised of TPAs, insurance carriers, managing general underwriters, audit firms, physician hospital organizations, brokers/agents, human resource managers and health care consultants. For more information visit [www.hcaa.org](http://www.hcaa.org) or call (952) 564-3048 or toll-free at 1-888-637-1605.

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