



Print News Release

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### **HEALTH CARE ADMINISTRATORS ASSOCIATION RELEASES 2010 BENCHMARKING SURVEY**

MINNEAPOLIS, Minn — The Health Care Administrators Association (HCAA) released its annual Benchmarking Survey for Third Party Administrators (TPAs) today.

TPAs across the country received both a digital and hard copy version of the survey. TPAs are asked to complete the survey and submit it to Industry Insights, Inc. by February 28, 2010.

The information from the survey allows participating TPAs to gauge their operations versus industry peers; measure and improve productivity, evaluate employee effectiveness, track emerging technologies, monitor and manage expenses, and protect the bottom line return on investment.

The survey was designed based on input from actual industry companies to capture the most relevant information while requiring minimal time and effort on the part of the participant.

Companies are asked to answer questions pertaining to the number of claims they process, firm's average group size, outsourcing claims adjudication services, number of locations the company has and total TPA revenue for the most recently completed fiscal year.

Participating companies receive an *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 the 2010 TPA University, July 21 – 23 at the Westin Tabor Center in Denver, CO.

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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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