



TPA BENEFITS

Strategic Objective

Primebyte BA (Benefits Administration) addresses the business goals of

TPAs – client satisfaction, comprehensive features and productivity

The **Primebyte BA** product is a fully-integrated, on-line solution designed to go beyond *just supporting* the needs of managing employee benefits.

Primebyte BA delivers application features that improve productivity, enhance customer service and optimize communications between all stakeholders.

Primebyte BA automates all aspects of benefits administration management: saving time, increasing accuracy and putting important decision information at your fingertips.

TPA FEATURE BENEFITS

Employee Portal

According to a 2006 Employee Benefit New/Forrester Research study, considerably less than half of all companies have an employee portal; while a significant majority are investigating how to acquire / develop / install one (*please see the Primebyte.com Datasheet on Employee Portals*).

Using **Primebyte BA** will allow you to extend a custom branded employee portal to each of your client employers creating a significant value-add that you can give away or charge for. This powerful and differentiating feature makes for a significant “barrier to exit” at renewal time.

Website Branding

Primebyte BA provides double branding (TPA and Employer name) on the Employee Portal. This keeps your identity in front of the client and their employees whenever they visit, all year long.

The employee portal comes with three key features:

- Document Management
- Electronic Communications
- Data Collection / Systems Integration

With **Document Management**, the employee portal becomes the corporate newspaper and document repository.

TPAs and employers have unlimited capabilities to communicate information. Information can be static (policies, procedures, guidelines), dynamic (alerts, announcements) or descriptive (benefit plan descriptions).

With **Electronic Communications**, TPAs and employers can alert, draw attention to, or drive employees to the portal, confirm message receipts and even record and analyze time spent.

Primebyte BA provides several options (e-mail, electronic messaging, confirmations, surveys, to-do's, etc.) to meet every delivery need (*ask us what additional communications features are coming*).

This addresses common communications needs and unique employer / employee situations with a single solution.

With **Data Collection / Systems Integration**, we preserve the employers' current application and system investment by being able to send or receive data to external systems.

Exporting data in standard and custom formats (i.e. claims management, even to client employers' HR systems), improves productivity and reduces errors.

Resulting BUSINESS BENEFITS

Keep Existing Employers

Provide your client employers with significant added functionality and the newest in technology while reducing administrative costs.

Gain New Client Employers

You are able to offer value-added functionality at no cost (or low cost) that others don't have or can't afford to compete with.

Flexibility and Customer Service

Primebyte BA is powerful and flexible enough to handle all clients, all benefit types and all carriers. With the employee portal and electronic communications capabilities, you will be delivering world-class customer service on a 24x7 basis (at no additional cost).

Revenue Generation

Primebyte BA is economical enough for you to charge employers (if you so choose) and generate additional revenue.