



TPA Score Card

BMS

Your
TPA

	TPA Score Card	BMS	Your TPA
CLINICAL SCORE	URAC Accredited Case Management <i>(integrated, not outsourced)</i>	✓	
	Internal Utilization Management <i>(integrated, not outsourced)</i>	✓	
	Disease and Population Health Management <i>(integrated, not outsourced)</i>	✓	
	Wellness Plan setup and administration <i>(including incentives and rewards)</i>	✓	
	Health Risk Assessments <i>(on site, paper based, or on-line)</i>	✓	
	Short & Long Term Disability case management <i>(with integrated disability management)</i>	✓	
TECHNICAL	Superior web-based member services <i>(including Instant Messaging for customer service)</i>	✓	
	On-line provider price comparison application <i>(ProviderScope.com™ developed by BMS)</i>	✓	
	Client specific, web based enrollment portals <i>(developed by our own IT department)</i>	✓	
	Instant member e-mail notice of claim activity	✓	
	Web-based clinical and pharmacy resources	✓	
ADMINISTRATION SCORE	Independent, local ownership <i>(versus bank, carrier, or PPO ownership)</i>	✓	
	Relationships with best PPOs <i>(including PHCS, MedCost, and Health Care Savings)</i>	✓	
	Best in class performance standards <i>(claim accuracy, claim turnaround, CSR responsiveness)</i>	✓	
	SAS 70 (level 2) Audited	✓	
	Full ERISA Fiduciary Capability <i>(ask us why this makes a difference to the broker and the client)</i>	✓	
	No "start-up fee" upon implementation	✓	
	Preferred PBM pricing and guaranteed rebates	✓	
	Network savings guarantees	✓	
	FSA / HRA / HSA with optional debit card	✓	
	Full COBRA and HIPAA Administration	✓	
Customized member communications <i>(Plan Documents, enrollment packets, benefit statements)</i>	✓		

As a **trusted broker**, your clients rely upon your expertise to help them select the best health plan manager. Complete our TPA Score Card and see how we compare. BMS is not the best fit for every client, but we may be the **perfect fit** for some of yours.