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Virtual Benefits Administrator (VBA) is a pro-active, leading edge software design company providing custom solutions to the insurance industry for nearly 20 years. Uniquely delivered on a secure, cloud-based architecture, VBA provides one-common-architecture for all Employee Benefit Administration. Our software development process focuses on continuous improvement to address the requirements in the ever changing healthcare industry. This empowers our clients to focus on business strategy and growth while streamlining their operations. We bring over 150 years of combined experience in the design, development, and implementation of revolutionary solutions for a variety of clients covering a wide array of insurance offerings.

Contact VBA now and request a live demo to learn more!

### POSITION YOURSELF FOR THE FUTURE

Virtual Benefits Administrator is a flexible, cost effective solution for all aspects of claims administration and benefit management. Our software is designed to provide the end user with as much flexibility as possible without sacrificing functionality. On our end, the open architecture and technology of VBA allows our engineers to create modifications and enhancements designed to specifically fit your organization, quickly and cost effectively.



VBA has a very easy-to-use and flexible interface with numerous shortcuts and navigation options that have allowed us to streamline our training process. What we have learned is that VBA helps the user become an expert at what they do. This creates a more knowledgeable and productive employee who can be a better steward for our clients.

**Michelle Bounce**

Director of Operations, J.P. Farley

## VBA Software

### All the functionality you need on one platform

VBA encompasses all aspects of administration on a single, easy-to-use application, accessible anywhere, any time. Delivering state of the art technology through a highly iterative development methodology allows VBA to provide you with the most flexible, most functional solution available in the market today.

#### FEATURE-RICH SOFTWARE

Administer any type of claim including: Medical, Dental, Vision, Life, Disability, Flex and more. Manage enrollments, providers, premium billing and commissions in one integrated solution. Leverage call tracking, a dynamic note system and custom fields to bolster your customer service capabilities. Great software can be the difference between customer service and customer satisfaction.

#### ITERATIVE DEVELOPMENT METHODOLOGY

At VBA we engineer software following agile development methodologies. This approach allows us to rapidly deploy updates to the software while maintaining the highest levels of quality. Following this model has given us the needed flexibility to react quickly to industry changes and client requirements. With VBA there is no additional charge for being

updated to the latest release of the software. VBA provides you a cost-effective solution that can help you navigate a volatile and ever-changing healthcare industry.

#### STATE OF THE ART TECHNOLOGY

The VBA application is cloud-based software that leverages the latest in smart-client technologies and was built from the ground up focusing on you, the customer, through a dynamic user-friendly experience. Quickly navigate through the system with configurable hyperlinks and navigation options that maximize user effectiveness. Configure workflow and security the way you see fit without the

need for custom changes to the software. Stay current using VBAConnect and know that you always have the latest and greatest software available in the market.

Our mission of providing Flexibility, Functionality and Technology for our clients' business solutions ensures they will optimize their daily business processes and deliver the highest level of customer satisfaction.

VBA prides itself on being able to service client needs as an extension of both their business staff and IT staff. With VBA Services we are more than just a software system, we are your solutions provider. Helping our clients solve industry problems with a combination of leading-edge software and dedicated, experienced services staff is rewarding for us and our client.

## SOFTWARE PLUS SERVICES ARE THE KEY

There is nothing more trying than converting to, and implementing, a new software platform. Your team is put under a tremendous amount of stress during the process while they juggle their existing workload and the responsibilities of a new software implementation. Great software can only be great if it is successfully implemented. This is where VBA Services comes into play. VBA Services are represented by both IT Services and Business Services. Individually these service teams are experts at a variety of technical and business related elements while together they form a cohesive unit that can effectively guide you through the rigors of an implementation.

At VBA we are passionate about our software but we are equally passionate about the service we provide our clients. A Software + Services model is only viable when the software is great and the services are robust. At VBA we feel we have created a dynamic enterprise software solution with world class functionality backed up by a dedicated services offering that boasts the highest caliber of professionals and industry experts.



*We focus on adding value for our clients by eliminating waste. We define client value as **Reducing Cost, Mitigating Risk, and Ease of Use.** If it doesn't do one of those three things, we shouldn't be doing it. VBA achieves these goals through **Flexibility, Functionality, and Technology.***

*Our Continuous Improvement Program ensures our motto will endure – We Are Better Today Than Yesterday, But Not As Good As We Will Be Tomorrow.*

**Tom Witter**  
President, VBA



## VBA IT SERVICES

VBA IT Services provides a number of backend functions that help you service your client requirements.

With years of experience in all phases of the software implementation lifecycle we are positioned to help you solve complicated technical issues with a number of offerings.

### CONVERSIONS & EDI

VBA IT Services can handle all your data, conversion and reporting needs. With complex conversion processes and procedures created from years of real world experience, VBA IT Services can help simplify the transition to new software. Including all HIPAA transactions as part of our offering as well as other common standard interfaces allow our EDI team to accommodate your client demands without costly customizations.

### CUSTOM ENHANCEMENTS

VBA IT Services has dedicated engineers capable of customizing any aspect of the VBA Software application or creating any custom interface communicating with the VBA Software application. The ability to customize the software combined with a highly iterative deployment process means you can quickly adjust to market demands knowing that your software will adjust with you.



## VBA BUSINESS SERVICES

VBA Business Services is a team of analysts with years of industry experience who not only understand the business but are also experts in the management of software implementations.

### IMPLEMENTATIONS & PROJECT MANAGEMENT

During the implementation process VBA Business Services will assign a dedicated team of experts that carry you through the difficult process of acquiring new software. Using tried and tested processes built from years of experience we are able to efficiently move you through the implementation process.

### TRAINING & BUSINESS PROCESS IMPROVEMENT

VBA Business Services will provide a comprehensive training program that will assure you become an expert using VBA Software. In addition, business analysts will review your existing processes and help you reconfigure those processes, or create new ones, to allow you to best leverage your new software.

### HELP DESK & SUPPORT

Our help desk is operated by business analysts, not tech support, who bring years of industry experience as well as expertise using VBA Software. This allows our first level response to resolve a vast majority of issues without the need to elevate to senior business or technology staff.

Watch our demonstration video and learn more about how VBA can help you.

