COMPREHENSIVE SOLUTIONS FOR ALL YOUR ADMINISTRATIVE NEEDS

vbasoftware.com
VBA delivers a suite of solutions including end-to-end functionality for benefit administration, user engagement, business insight and more. As a VBA client, you’ll gain best-in-class solutions through our technology offerings that are scalable, cloud-based and allow you to administer your business your way. Our technology empowers you to run your business more efficiently, increase customer and member satisfaction and reduce costs.

Experience the VBA Difference:

10+

Empower your business through configuration, not customization, with a minimum of 10 releases per year, meaning the software you purchase today will be even more valuable as you grow.

Watch user engagement reach new heights with personalized and intuitive portals, featuring robust functionality and the latest in cloud-based technology.

Save time and money by utilizing our best-in-class solutions with a dedicated project team and backroom IT services to best meet your business needs.

Avoid acquiring additional platforms to support your business. Gain end-to-end functionality in a single, easy-to-use platform.

Take advantage of the only real-time payer solution allowing you to administer a benefit from receipt in rapid speed.
Your Comprehensive Suite of Technology Solutions

VBA offers products that can work together or stand alone to meet all your needs.

More Than Just a Benefits Administration Platform

- Medical
- Dental
- Vision
- Life & Disability
- Premium Billing
- Commissions
- Reinsurance
- COBRA

- FSA
- HRA
- STD/LTD
- Reporting/Analytics
- Provider Maintenance
- Higher Auto Adjudication

- Faster Staff Training
- Robust Process Automation Technology
- IVR System
- Chat
- Fax Back
- Pre-Authorization

- Ease of Benefit and Plan Builds
- Single Source Billing
- Fee Schedules
- Enrollment
- Member Portal
- Provider Portal

- Employer/Admin Portal
- Agent/Broker Portal
- Plus Much More

Double your business without adding any staff
Benefits Administration Software that Does it All

VBASoftware includes all of the components to meet the needs of your business today and as your business grows and evolves. Our clients are able to facilitate their business in the most efficient and effective manner by utilizing our comprehensive functionality. Integrated customer service dashboards and intuitive benefit plan design and testing lead to reduced administrative costs and increased productivity across the entire organization.

From Claims to Customer Service, VBASoftware Has You Covered.

- The latest cloud-based technology
- Administration for any line of business, including Medical, Dental, Vision, Flex, HRA/HSA, Life & Disability, and more, on a single platform
- Integrated customer service dashboards
- Intuitive benefit plan design and testing
- Reduced administrative costs
- Increased productivity
- Comprehensive customer service
- Integrated reinsurance and billing
Experience Connection without Limits

VBAGateway is a digital service experience at its best. An all-encompassing, cloud-based platform, VBAGateway is designed to truly connect your members, providers, employers and brokers for a more unified experience.

User experience is top of mind with continuous enhancements, real-time administrative communication, and true portal gamification, allowing for the highest level of user engagement. Our uniquely formulated gamification is configured to reward positive behaviors and create loyalty. VBAGateway puts the real in real-time connectivity, allowing instant communication with everyone you serve. The best part—VBAGateway can pull in data from or connect to any existing system.

Key Benefits

- Seamless and efficient access to vital information
- Robust self-service capabilities
- Comprehensive dashboard reports
- Intuitive help program
- Real-time connectivity with your core administration system
- Mobile friendly connection from anywhere
Meet Your Members Where They Are With VBAMobile

VBAMobile, powered by VBAGateway, is a convenient, intuitive mobile app. Through VBAMobile your members can perform numerous self-service functions in real time, without the need for intervention from your customer care or information technology staff.

Member self-service through the VBAMobile App eliminates cumbersome manual processes, phone calls and paperwork. You will save time, human capital resources and money.

The VBAMobile home screen summarizes a member’s latest activity and allows quick navigation to additional details.

- Real-Time Communication
- ID Card and Plan Details
- Most Recent Claims
- Benefits Used & Remaining

Access detailed claim information across all covered plans in a single, easy-to-navigate claims list.

- Service Details by Claim
- Sort and Filter Options
- Claim Type & Status Indicators
- Service Provider Details

View plan details and network participation, as well as additional eligibility information to support ID card needs.

- Eligibility Information
- Plan Participation
- Available Network
- Download ID Card

Healthcare consumer are using technology and apps to manage their health at rapidly increasing rates. Nearly half of healthcare consumers (48%) are using health apps today, compared to just 16% in 2014.

Accenture 2018
Total Enrollment & Premium Billing Solution

Virtual Benefits Administrator (VBA) delivers a comprehensive solution for all of your enrollment and billing needs, for all benefit types. Where other enrollment and billing platforms don't scale up or down, VBA's Total Enrollment and Premium Billing addresses all benefit election types with seamless automation. With an intuitive interface and the agility needed to reduce user training, our solution leads to better budget and resource usage for the payer and the employer, plus increased customer satisfaction.

Key Benefits

**Reduced Administrative Cost**
- Eliminates paper and reduces phone calls. All-in-one benefit election portal and automated billing platform based on defined rules.

**Easy to Use Technology**
- Simple user interface reduces or eliminates the need to train users on the system.

**Robust Census Reports**
- No need to create ad hoc reports. We deliver the insight employers need.

**An Efficient Approach to Enrollment**
- All aspects of the enrollment process are contained within the portal.

**Simplified Billing**
- Eliminate manual processes and easily generate invoices at the Group, Division or Employee level in a singular billing platform.
Actionable Business Insight You Need, When You Need It

VBAanalytics is a robust, cloud-based platform, powered by Microsoft Power BI, which provides a wealth of options for generating analytics-based reports. The platform features four Stories comprised of both reports and dynamic visuals with views into claims utilization, operations and administrative efficiencies and census data. Embedded with Esri data, and supported by Natural Language Queries, VBAanalytics gives payers enhanced visibility into a population’s behavior and overall spend. With real-time interactive dashboards, users gain insight into geographic and social economics, trends and more.

Key Benefits

• Quickly and easily identify trends and population level economic information that leverages powerful mapping and spatial analytics software.
• Prebuilt analytics stories, which highlight meaningful information like claims utilization, risk indicators, operational efficiency and more.
• View Plan, Provider and Member scoring indicators that drive deep analysis of performance.
Intuitive Voice Response with Real-Time Integration

VBAVoice, supported by Twilio Studio, delivers an intuitive voice response application with real-time integration to VBAGateway through a cloud-based solution. Through connection to VBAGateway, critical information like provider eligibility, claims, authorizations, enrollment and member eligibility is accessed with rapid speed. VBAVoice supports payer customer service operations by reducing call volume for simple transactions, therefore reducing administrative costs and overhead.

Key Benefits

- Reduce administrative cost
- Increase customer satisfaction
- Users can access the system at any time from any device
- Users receive fax confirmation of the transaction for their records
- No need to wait for a representative
Streamline the Healthcare Experience with RTCP

Real-Time Claims Payment has been an elusive goal for healthcare payers for many years. Outdated legacy systems have been unable to achieve this goal. VBASoftware's architecture provides the flexibility that empowers developers and users alike to quickly change and adapt to an ever-changing healthcare environment, not only today but for the uncertain future. This disruptive technology benefits members, payers and providers.

**Key Benefits**

- Significantly reduce billing costs for providers
- Create an improved, responsive member experience
- Limit risk to health plans and payers
- Utilize shared data for comprehensive insights
Artificial Intelligence for Benefits Administration

Ready to boost your administrative capabilities, improve the client experience and expand your benefits administration software features? With continuous improvement and innovation, VBA advances your current capabilities through software focused on Hyper-Accurate Administration. Utilizing the latest in machine and deep learning technology, VBAI achieves automated configuration, predictive industry maintenance and more.

Key Benefits

• Automated compliance and integrated user training that learns
• Advanced robotic administration without macros
• Managed costs and lower admin fees through integration of historical data and user activity
• Innovative configuration analysis and intelligent framework for best practice predictions
Associated With:

About VBA
VBA is a proactive, leading-edge software design company providing comprehensive solutions to the insurance industry. Uniquely delivered on a secure, cloud-based platform, VBA provides one common architecture for all benefit administration. Our software development process focuses on continuous improvement to address market demands and ever-changing industry requirements. This empowers our clients to focus on business strategy and growth while streamlining their operations. Learn more at vbasoftware.com.

Contact VBA to learn more or request a live demo of our solutions.