



VBA SOFTWARE

**FLEXIBILITY
FUNCTIONALITY
TECHNOLOGY**

vbasoftware.com

The **Future** of Benefits Administration Platforms has Arrived

Enterprise software is at the heart of any payer organization, regardless of what lines of business it administers. When it works, it's an integral part of an organization's success, but anyone who has lived through an enterprise solution gone wrong knows the nightmare it can create. We hear all too often of those over-promise, under-deliver solutions in the enterprise technology space.

At VBA, we think it's time to leave the nightmares in the past and get the future of benefits administration with VBASoftware.

VBASoftware is completely cloud-based, eliminating security risk and allowing you to administer your business no matter where your office is for the day.



VBA gives you a proven platform that is designed to deliver critical functionality at a price that fits your organization's needs.

- Membership & Eligibility
- Customer Service
- Claims
- Billing
- Care Management
- External System Interfaces

"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

Chief Operating Officer, J.P. Farley

Meeting **Payer** Needs



Core Functionality of VBASoftware

Enrollment Services

Enroll members in any number of customized plans and tier combinations while maintaining extensive details for accumulators, beneficiaries, bank accounts, invoices, and more.

Benefit Services

A highly flexible and dynamic application for plan and benefit construction that allows you to control every aspect of claims payment and auto-adjudication.

Group Services

Experience a wide variety of setup options and configuration, including plan, tier, and network offerings along with any number of unique divisions.

Call Tracking Services

Full call tracking, notes, and document management capabilities. These functions, paired with easy navigation to key data into the application, allow your CSRs to be more productive and effective.

Grievance Services

Track all aspects of a grievance or appeal along with any associated notes, unique codes, and documentation.

Authorization Services

Authorization information is tightly coupled with adjudication, which allows for automatic assignment and satisfaction of approved authorizations.



Claim Services

A robust claims processing system that can handle a wide variety of claim types seamlessly, including Medical, Dental, Vision, HSA, HRA, Flex, Disability, Life, and more. Full audit and suspense modules ensure accurate and efficient processing.

Reinsurance Services

VBA Reinsurance Services allow you to assign contracts at the Group, Division, or Subscriber level, along with any number of defined claim criteria. Detailed configuration of aggregating and member-specific deductibles, lasers, claim exclusions, tier factors, and reinsurance levels can support any plan or benefit design.

Care Management Services

VBA offers a complex and all-inclusive care management module. Maintain care managers and care units responsible for user-configurable care plans with no limitation on design.

Billing Services

VBA provides configurable settings for rates that can be assigned dynamically, individually or en masse, across your entire business.

Accounting Service

Everything you need to easily carry a claim through the entire funding process from requesting funds, through cutting checks, to electronic transactions.

Security Services

Each object and report can be restricted to Admin, Update, or View access through user-defined security areas. Secure data within those objects and reports with data level security provided by VBA Security Services.



User Services

Manage passwords, name, and demographic information along with user logging and auditing. This logging process allows you to track when a user logs in or out of the system, when they went idle, what screens they visit, and what information they searched.

Credentialing Services

Track all essential credentialing information including quality, attestation, licensing, and documentation. Feel comfortable knowing that all your historical information is stored for audit.

Provider Services

Manage provider data including demographic info, provider types, specialties, and languages. Manage provider pricing for fee schedules, contracted rates, DRGs, per diems, and more.

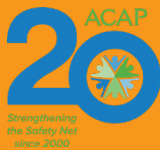
Fee Schedule Services

Define any number of fee schedules and pricing structures and have them assigned by network and effective date to any number of provider records.

Capitation Services

Use our capitation module to allow a physician, hospital, or other healthcare provider to be paid a contracted rate based on a defined assignment. This assignment is fully configurable on a PEPM or PMPM basis adjusted for age, gender, illness, and/or regional differences.

Associated With:



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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.**

<First Last>

<vbasales@vbasoftware.com>

<262.374.6021>

vbasales@vbasoftware.com

W180 N11711 River Lane | Germantown, WI 53022

1.866.731.1571