

THE

*Sweet
Success*

OF RISK MANAGEMENT

PARMA ANNUAL CONFERENCE

FEBRUARY 7-10, 2023

SACRAMENTO CONVENTION CENTER

The Sweet Flavor in Transparency in your TPA Services Program (G5)

Presented By:

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What we will cover today

- Demystifying the Program
 - ULAE and ALAE
 - The Good, the Bad, and the Ugly
- Communication and Stewardship –Transparent, Strategic, and Effective
- COVID and impact on the service consistency (2 weeks to flatten the curve)
- Regulatory Impact – Impact on services delivered to Injured Workers and costs to the Employer and TPA
- Managed Care Trends
- Being a good Fiduciary when utilizing services
- Legal partnerships –Why, and how much? Is legal handling the claim or is the adjuster driving the claim actions?
- KPIs to consider

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