

CONSULTING SERVICES

TPA Due Diligence Reviews

Claims Consulting Partners (CCP) conducts TPA Due Diligence Reviews to evaluate operational, technical, and organizational capabilities of third-party administrators. Our reviews provide our clients with an independent assessment of a TPA's resources, processes, controls, and ability to meet claim handling and performance expectations.

SERVICE OVERVIEW

Claims Consulting Partners provides experienced and qualified TPA Claims Due Diligence Reviews.

A TPA Claims Due Diligence Review is a structured technical and operational assessment of a prospective or incumbent Third-Party Administrator (TPA) to determine whether the claims operation meets required best practices, contractual requirements, and regulatory standards for insurers, reinsurers, risk pools, self-insured programs, captives, and RRGs.

Our reviews provide a clear understanding of a TPA's capabilities, performance, and overall effectiveness in managing claims operations.

FOCUSED DUE DILIGENCE



Claim Handling
Quality



Staffing &
Resources



Adjuster
Workloads



Management &
Oversight



Operational
Performance



Technology &
Reporting



Pricing & Run-Off
Provisions



Compliance
& Controls



TPA Service
Agreement

INFORMED TPA DECISIONS

CCP provides an independent assessment of TPA capabilities, identifying strengths, potential concerns, and opportunities to improve performance and oversight.



WHAT WE EVALUATE

Our TPA Claims Due Diligence Reviews focus on the core areas that drive claims quality, operational performance, and compliance, including:



Regulatory Compliance

Licensing, statutory timelines, complaint handling, privacy and data security, and market conduct readiness



Operational Effectiveness

Workflows, staffing levels, supervision and QA, training, escalation protocols, and business continuity



Management Experience & Governance

Leadership depth, oversight structure, KPIs, vendor management, and performance management



Claims Technical Quality

Coverage, liability analysis, investigation standards, reserve adequacy, litigation management, settlement authority usage, documentation, and closure practices



Technology & Reporting

Claims systems, document management capabilities, data quality, reporting, dashboarding, integration, controls, and audit trails



Financial Oversight & Leakage Control

Financial controls, reserve accuracy, payment integrity, leakage monitoring, and cost containment strategies

OUR APPROACH



EVALUATE

Structured, objective evaluation of claims operations tailored to your specific objectives.



SUPPORT

TPA pre-qualification, RFP preparation and review, vendor selection, pricing structures, and future run-off provisions.



RECOMMEND

Clear insights and actionable recommendations to help you select, evaluate, and optimize your claims administration partners.



Looking to Make a More Informed TPA Decision?

Request an initial consultation with Claims Consulting Partners.



clmspartners.com



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