



TPA-Employer Relationship Mini Guide

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2. INTRODUCTION

This document is a reference for understanding the TPA-Employer Relationship functions, which includes the following:

- Assign and maintain a TPA
- Update user access to TPA account
- End TPA relationship

3. TPA-EMPLOYER RELATIONSHIP FUNCTIONS

This section will provide information on the TPA-Employer Relationship functionality. It documents the steps to perform the following:

- Assign and Maintain TPA
- Update User Access to TPA Account

3.1 Assign and Maintain TPA

This sub-section describes the actions necessary to authorize a TPA to access an employer account. To assign access, the TPA must be registered in CONNECT and have been assigned an ID number.

This sub-section documents the steps necessary to perform the following:

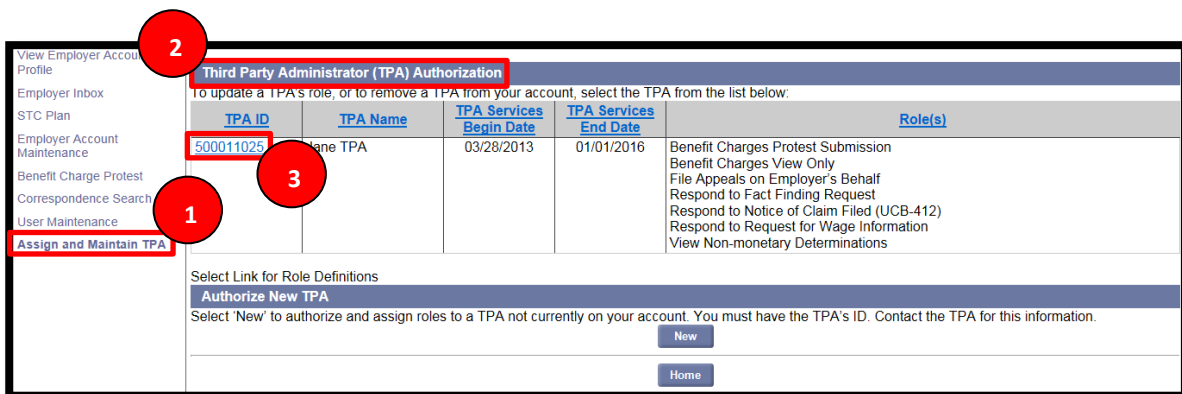
- View and maintain TPA access
- Authorize and assign a TPA

View and Maintain TPA Access

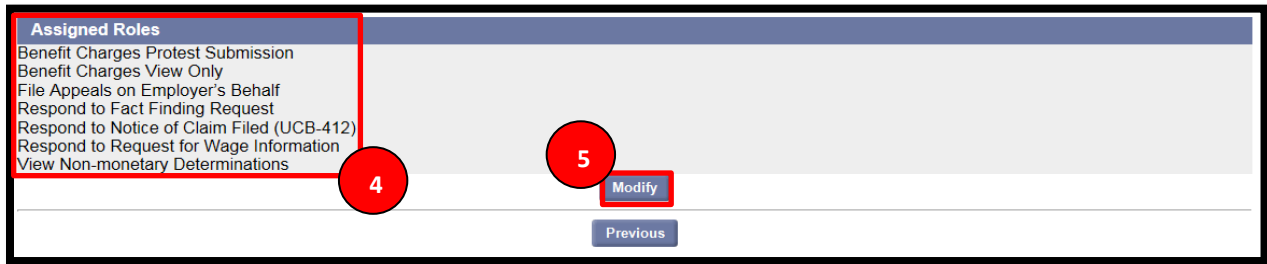
To view and maintain TPA access for an employer account, please follow the below steps:

Step-by-Step Instructions

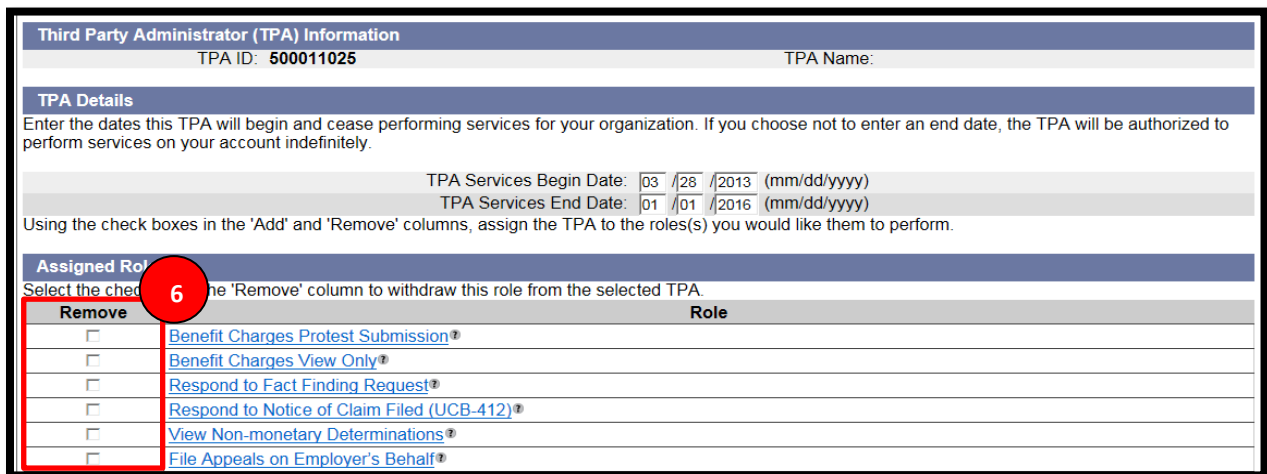
1. Select 'Assign and Maintain TPA' from the left-hand menu on the Employer Homepage.
2. The Third Party Administrator (TPA) Authorization section lists all of the TPAs authorized to access the employer account.
3. Select the TPA ID hyperlink to view the TPA profile.



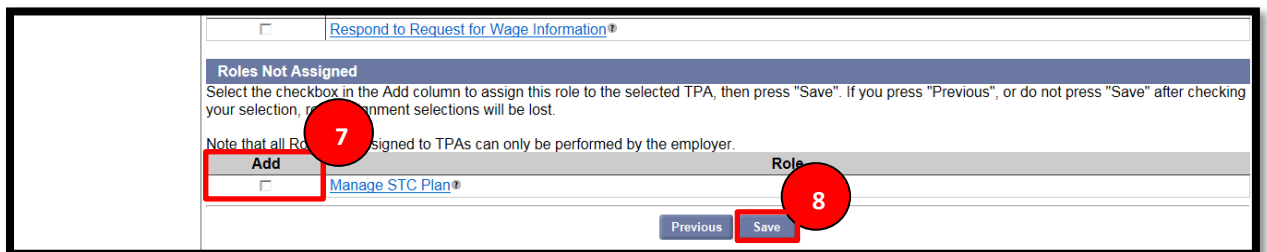
4. In the 'Assigned Roles' section there is a list of all the access roles assigned to the TPA.
5. Select 'Modify' to change assigned roles.



- In the 'Assigned Roles' section, check boxes will appear next to each assigned role to the TPA. Select the appropriate check boxes to remove those roles.



- In the 'Roles Not Assigned' section, check boxes will appear next to each role not assigned to the TPA. Select the appropriate check boxes to add those roles.



- Select 'Save' to update all roles for the TPA.

Authorize and Assign a TPA

To authorize and assign a TPA, please follow the below steps:

Step-by-Step Instructions

1. Select 'New' to assign a TPA.

This screenshot shows the 'Assign and Maintain TPA' menu. The 'Authorize New TPA' option is highlighted in blue. A red circle with the number '1' is placed over the 'New' button located below the menu item. The text below the menu item reads: 'Select 'New' to authorize and assign roles to a TPA not currently on your account. You must have the TPA's ID. Contact the TPA for this information.'

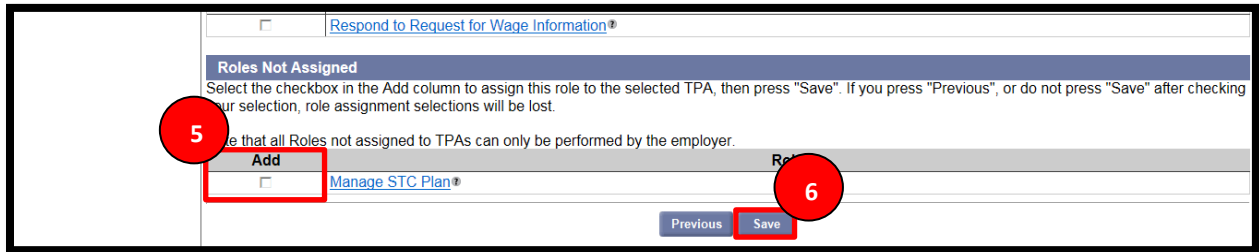
2. Enter the TPA ID.
3. Select 'Next' to assign the TPA.

This screenshot shows the 'Assign Third Party Administrator (TPA)' form. The 'TPA ID' field is highlighted with a red box and a red circle with the number '2'. The text above the field says: 'In order to authorize a Third Party Administrator (TPA) for your account you must have their TPA ID (contact your TPA to obtain this information). To begin the TPA authorization process, please enter the TPA ID in the field below and select 'Next''. Below the field are 'Previous' and 'Next' buttons. A red circle with the number '3' is placed over the 'Next' button.

4. Enter TPA Services Begin and End Dates.

This screenshot shows the 'Third Party Administrator (TPA) Information' form. The 'TPA ID' is 500000026. The 'TPA Name' field is empty. The 'TPA Details' section contains the instruction: 'Enter the dates this TPA will begin and cease providing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.' Below this are two date fields: 'TPA Services Begin Date' and 'TPA Services End Date', both with a format of (mm/dd/yyyy). A red box highlights these two date fields, and a red circle with the number '4' is placed over the 'TPA Services End Date' field. Below the date fields is a note: 'Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the role(s) you would like them to perform.'

5. Select the appropriate check box to assign roles to the TPA.
6. Select 'Save.'



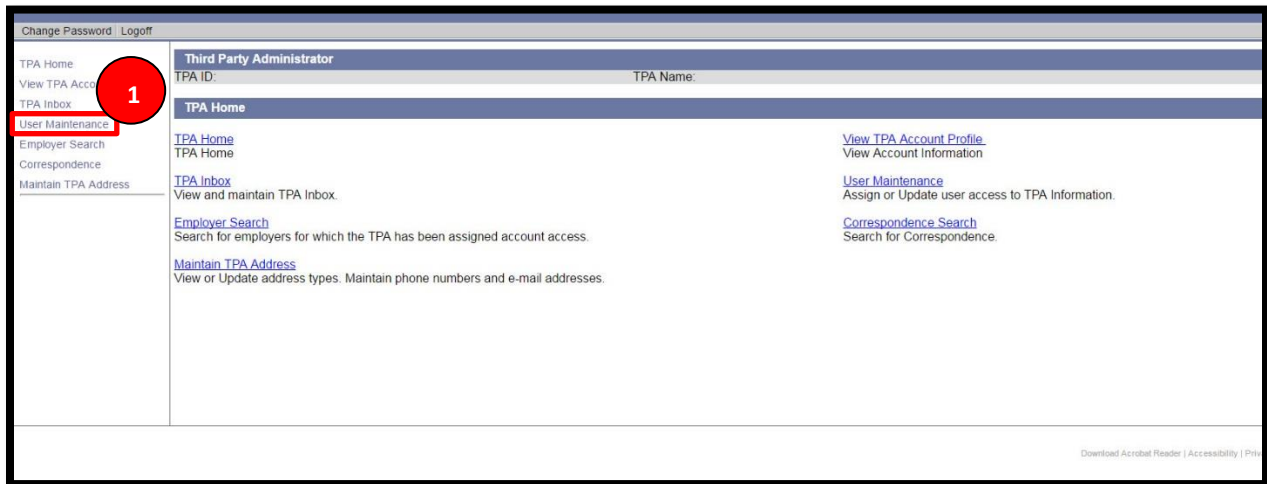
The TPA will not be able to perform certain tasks unless the appropriate role has been assigned by the employer.

3.2 Update User Access to TPA Account

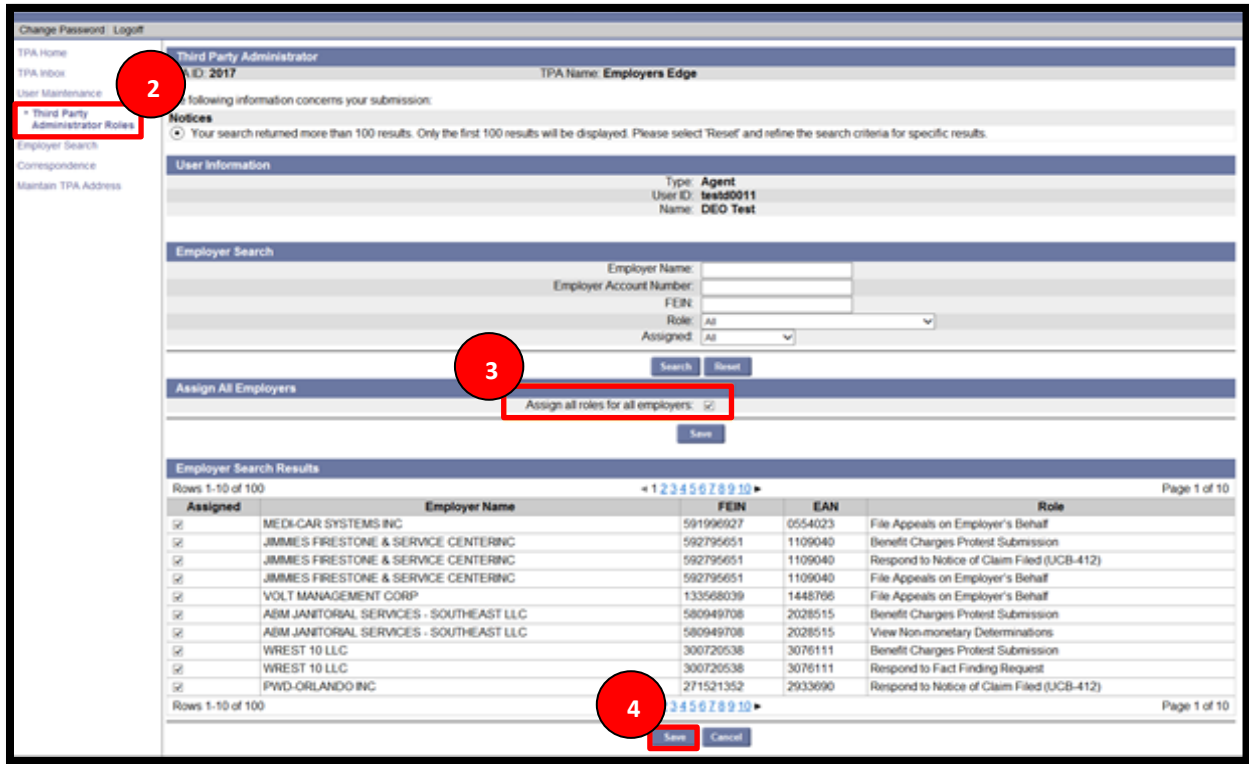
This sub-section describes the actions necessary to update user access to a TPA account. To update user access, the TPA must be assigned the proper role by the employer in CONNECT.

To update user access to a TPA account, please follow the below steps:

1. Select 'User Maintenance' from the left-hand menu.



2. Select 'Third Party Administrator Roles.'
3. Select the checkbox next to 'Assign all roles for all employers.'
4. Select 'Save' to update roles.

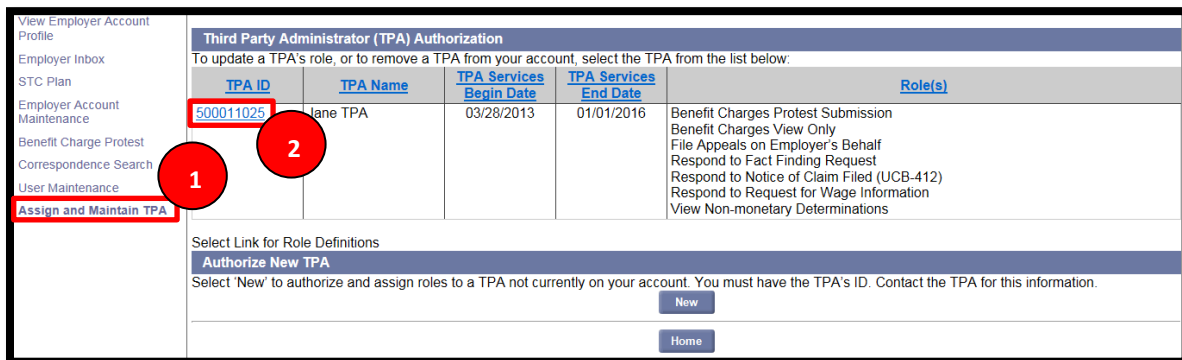


3.3 End TPA Relationship

This sub-section describes the actions necessary to end a TPA relationship.

To end a TPA relationship, please follow the below steps:

1. Select 'Assign and Maintain TPA' from the left-hand menu.



2. Select the TPA ID hyperlink to view the TPA profile.

3. Select 'Modify' to view TPA details.

Assigned Roles

- Benefit Charges Protest Submission
- Benefit Charges View Only
- File Appeals on Employer's Behalf
- Respond to Fact Finding Request
- Respond to Notice of Claim Filed (UCB-412)
- Respond to Request for Wage Information
- View Non-monetary Determinations

Modify (highlighted with a red circle and the number 3)

Previous

4. Enter the desired TPA Services End Date.

Third Party Administrator (TPA) Information

TPA ID: 500011025 TPA Name:

TPA Details

Enter the dates this TPA will begin and cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.

TPA Services Begin Date: 03 /28 /2013 (mm/dd/yyyy)

TPA Services End Date: 01 /01 /2016 (mm/dd/yyyy) (highlighted with a red circle and the number 4)

Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the roles(s) you would like them to perform.

Assigned Roles

Select the checkbox in the 'Remove' column to withdraw this role from the selected TPA.

Remove	Role
<input type="checkbox"/>	Benefit Charges Protest Submission
<input type="checkbox"/>	Benefit Charges View Only
<input type="checkbox"/>	Respond to Fact Finding Request
<input type="checkbox"/>	Respond to Notice of Claim Filed (UCB-412)
<input type="checkbox"/>	View Non-monetary Determinations
<input type="checkbox"/>	File Appeals on Employer's Behalf

5. Select 'Save' and the TPA Relationship will cease on the desired date.

[Respond to Request for Wage Information](#)

Roles Not Assigned

Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.

Note that all Roles not assigned to TPAs can only be performed by the employer.

Add	Role
<input type="checkbox"/>	Manage STC Plan

Previous **Save** (highlighted with a red circle and the number 5)