



Third Party Administrator Routing, Pairing and Transferring Claims

A guide to setting up the routing and pairing of a Compensator and Third Party Administrator and some of the functions available.

OFFICIAL
INJURY
CLAIM

Third Party Administrator Routing and Pairing

Firstly, to pair with a Third Party Administrator with a Compensator, the TPA unique code is required.

This can be accessed by users within the TPA with the role of Organisation administrator via the 'Manage organisation' link and under the 'Third Party Administrator' tab as shown in the screenshot below:

The screenshot shows the 'Manage Organisation' interface. At the top, there are navigation links: 'Account Management', 'Manage Organisation', and 'Logout'. Below this, there are tabs for 'Home' and 'Manage'. Under the 'Manage' tab, there are sub-tabs: 'Offices', 'Active users', 'De-activated users', 'Third Party Administrator', and 'Routing Table'. The 'Third Party Administrator' tab is selected. The main content area shows the 'TPA Unique Code' as 55cb4243-c3b5-4676-b426-a110039e867d. Below this, there is a text block explaining that this code needs to be entered by the Insurer / Compensator to be able to add and pair with you as a Third Party Administrator. At the bottom, there is a section for 'Paired Organisations' with one entry: 'OIC Compensator'.

This unique code will need to be provided to the Compensator so that they may pair with the Third Party Administrator.

Once the unique code has been shared the Compensator will need to access the TPA tab, through the 'Manage organisation' link, and selecting 'Add a Third Party Administrator'.

The screenshot shows the 'Add a Third Party Administrator' button and the 'Third Party Administrators' table. The table has one entry: 'PM2TPA' with a trash icon next to it.

The user will then be shown the below box where they can enter the TPA's unique code.

Add a Third Party Administrator to my organisation^x

With this function you can add a Third Party Administrator so claims can be sent either through your MID routing table or manually when transferring a claim. To do this please get in contact with your Third party Administrator who shall be able to provide you with their unique Third party Administrator Pairing code.

Third Party Administrator pairing code

Once paired, the TPA will show in the list of Third Party Administrators.

+ [Add a Third Party Administrator](#)

Third Party Administrators

PM2TPA	
--------	--

The Compensator will then be able to add a policy level contact code, through the 'MID Routing Table' to direct the claims to any TPA they have paired via the dropdown list.

- The MID ID that the code relates to will need to be selected – some organisations will have multiple to select from.
- A delegated authority ID is a three-digit ID that is supplied by the delegated authority. This is not a mandatory field as it may not be relevant to all Compensators. This can be provided by MIB if needed.
- Here we will need to advise if the code will relate to a TPA and if so, select which paired TPA to send this to. If we select 'No', it will ask which office to sent the claim to.
- The Policy Level Contact Code is a four-digit code that is stored on the MID. This can be provided by MIB if needed.
- Any comments the compensator may wish to include can be added here.

Once the policy level contact code has been added, it will show in the table as below with the TPA linked listed alongside.

Offices		Active users		De-activated users		Third Party Administrator		MID Routing Table	
Refresh									
+ Policy Level Contact Code									
Delegated Authority ID	MID Insurer ID	Policy Level Contact code	Office	Third Party Administrator	Comment				
213	WAN	0002		PM2TPA					
Default	WAN	0							

This will also be reflected on the TPA side, under the 'Routing Table' tab, where details of all paired compensators can be found.

Delegated Authority ID	Insurer Name	Policy level Contact Code	Office	Comment:
213	OIC Compensator	0002	MK	Edit

The TPA is now paired with the Compensator and claims should route as set out in any created policy level contact codes.

Transferring claims between a Compensator and a linked TPA

To transfer a claim from a Compensator to a linked TPA, the first steps in this guide will need to be followed to link the TPA with the Compensator. If the two organisations are linked already, you can proceed with the next steps.

Please note that claims can be transferred between Compensator and TPA within any open claim status. Claims in a resolved status cannot be transferred.

When viewing the 'Home' page, the Compensator can select the claim/s required to be transferred before selecting the 'Bulk actions' button, above and to the right of the list of claims.

The screenshot shows the 'Home' page of the system. At the top, there is a 'Home' tab and a 'Menu' icon. Below this, there are several tabs: 'My Work', 'My Team's Work', 'My Organisation's Work', 'Resolved Claims', 'My Recent Work', and 'Transfer Requests'. The 'My Work' tab is active. In the top right of the table area, there are links for 'Show filters', 'Bulk actions', and 'Refresh'. The table below has the following columns: 'Claimant', 'Portal reference', 'Claim reference', 'Status', and 'Status age ↑'. There are seven rows of claims, each with a checkbox in the first column. The first, second, and fourth rows have their checkboxes checked. The first row has a 'New' tag next to the claimant name 'Test Test'. The status for the first row is 'Pending-Medical' and the status age is '7 days'. The second row has a status of 'Pending-OfferNVCDDecision' and a status age of '13 days'. The fourth row has a status of 'Pending-Medical' and a status age of '31 days'. The other rows have various statuses and status ages.

<input type="checkbox"/>	Claimant	Portal reference	Claim reference	Status	Status age ↑
<input checked="" type="checkbox"/>	New Test Test	OIC-09-24-6001	TEST123	Pending-Medical	7 days
<input checked="" type="checkbox"/>	New Test Test	OIC-08-24-7001	test	Pending-OfferNVCDDecision	13 days
<input type="checkbox"/>	New Test Test	OIC-08-24-8001	6	Pending-MedPartCausation	20 days
<input checked="" type="checkbox"/>	New Test Test	OIC-08-24-2029	Not Supplied	Pending-Medical	31 days
<input type="checkbox"/>	New test test	OIC-08-24-2030	LIM-AFTLIAB	Pending-Medical	34 days
<input type="checkbox"/>	New Test Test	OIC-08-24-2020	COMP-001	Pending-Medical	35 days

This will prompt the below to show, where the Compensator can choose to send the selected claims to their TPA. Upon selecting the 'Third Party Administrator', the user will be prompted to choose a linked TPA from the dropdown menu. Once the user clicks 'Submit' the claims will be transferred to the TPA.

Update Claim Information [X]

Assign Ownership

Claim Owner

Team

Third Party Administrator

Select the third party administrator to own the claim

[Dropdown Menu]

Submit **Cancel**

The TPA can at any point transfer the claim back to the underwriting insurer. This is done similarly to the above where the user will need to select all the relevant claims and click 'Bulk actions'.

	Claimant	Portal reference	Claim reference	Status	Status age ↑	Owner
<input type="checkbox"/>	New Mel The Minion	OIC-08-24-5006	Not Supplied	Pending-ReviewOf fer	4 days	
<input checked="" type="checkbox"/>	New Test Test	OIC-08-24-7001	test	Pending-OfferNVC Decision	13 days	Compensator 1
<input type="checkbox"/>	New Agnes Gru	OIC-08-24-3029	Not Supplied	Pending-DecideNe wMedical	29 days	
<input type="checkbox"/>	New Margo Gru	OIC-08-24-3030	Not Supplied	Pending-Medical	31 days	
<input checked="" type="checkbox"/>	New test test	OIC-08-24-2030	LIM-AFTLIAB	Pending-Medical	35 days	Compensator 1
<input checked="" type="checkbox"/>	New Test Test	OIC-08-24-2020	COMP-001	Pending-Medical	35 days	Compensator 1

This will present the user with the following options, allowing them to return the claim from the TPA to the underwriting insurer.

Update Claim Information ✕

Assign Ownership

By selecting this option the claim will leave your organisation and be passed back to the insurer who routed this work to you.

Claim Owner

Team

Return to underwriting insurer

Submit Cancel