

A Stronger Standard for TPA Claims Administration

Why operational depth, financial control, technical readiness, and scalability matter.

EXECUTIVE SUMMARY

Claims administration is now a broader operating discipline. TPAs need platforms that go beyond adjudication to support documentation, exception handling, reconciliation, payment integrity, compliance, interoperability, and reporting across medical, dental, vision, life, disability, HRA, HSA, GAP, accident, and critical illness lines.

EbixEnterprise Claims meets that standard by combining AI-enabled plan configuration, automated adjudication, workflow, document imaging, reconciliation, consolidated billing, EFT, auditing, HIPAA-compliant EDI, and real-time reporting on a single platform. EbixEnterprise Policy and Contract Administration extends it by aligning plan setup, documentation, and adjudication logic.

THE NEW EVALUATION STANDARD

Feature lists and dashboards do not determine whether a platform will improve operations. The real question is whether it helps the TPA run claims with more discipline and less friction across exceptions, documentation, financial balancing, audit readiness, data exchange, service response, and management visibility.

OPERATIONAL REQUIREMENTS TPAs SHOULD PRIORITIZE



Plan-configuration efficiency. Supports accurate benefit setup today while establishing a foundation for future AI-assisted plan-building capabilities.



Workflow, documentation & exceptions. Structure and traceability around the claim, not just adjudication volume.



Financial control & payment integrity. Reconciliation, billing, and payment accuracy that reduce rework.



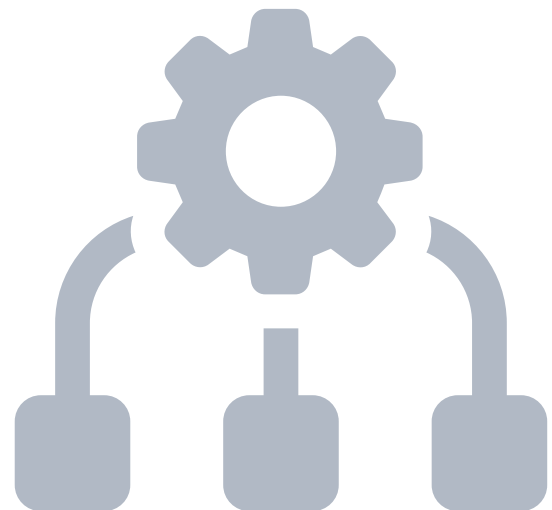
Compliance, auditability & controls. Clear operating records and internal controls that lower risk.

EBIX INSIGHT

“TPAs need a claims administration platform that supports operational discipline and scalability across the business, not simply transaction movement. The stronger systems give leaders better control over workflow, financial accuracy, visibility, and change.”

Jim Senge

Senior Vice President
Ebix Health





Technical readiness & interoperability. Reliable EDI and connectivity with clearinghouses, vendors, and partner systems.



Scalable product support. One platform across medical, dental, vision, life, disability, HRA, HSA, GAP, accident, and critical illness.



Reporting & management visibility. Real-time insight into performance, financial trends, and service issues.

A stronger platform should answer: Does it support efficient adjudication, improve workflow and exceptions, strengthen payment integrity, enforce compliance, enable cleaner EDI, and give leadership meaningful visibility?

WHERE EBIXENTERPRISE CLAIMS FITS

EbixEnterprise Claims unifies adjudication, workflow, document access, financial management, billing, EFT, auditing, EDI, reporting, and AI-enabled plan building in one environment—supporting multiple plan types and scaling with product and client complexity. Paired with EbixEnterprise Policy and Contract Administration, it creates a consistent connection between what the plan says, how it is configured, and how the claim is paid.

CONCLUSION

Efficient processing matters, but the stronger standard is whether the platform improves operational discipline, payment integrity, technical readiness, reporting visibility, and scalability. The right platform helps TPAs operate with greater control, consistency, and confidence as demands evolve.

EBIX INSIGHT

“Scalability has to mean more than volume. It has to mean the platform can support additional lines of business, product variation, and reporting needs without creating operational sprawl.”

Jim Senge

Senior Vice President
Ebix Health