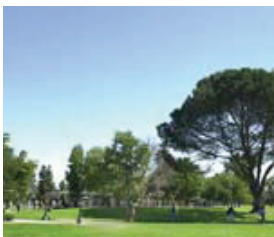


BRMS Client *Perspective*



Problem:
TPA was using outdated software system causing numerous problems.

Solution:
BRMS Vbas®
BRMS TPA/ Claims
BRMS Medical
Management

For more information on
BRMS and Vbas®:
sales@brmsonline.com



Grossmont Cuyamaca Community College District, El Cajon, California

- Established in 1961
- Self-funded benefits since January 2000
- 2,400 employees
- BRMS Contact: Director of Risk Management

Grossmont was looking to replace their Third Party Administrator (TPA) due to several issues. The former TPA was using an outdated software system that caused numerous problems. They had difficulty accessing information on their Web site, and had issues with the timeliness of responses and accuracy of claims processing.

To solve the issue, they hired a consultant to determine the criteria and standards in which to select the best administrator for their specific needs. In turn, he pre-qualified over a dozen TPAs to choose from. Their committee unanimously chose BRMS for their technology and people.

“When [Monica Burns, VP of Technology & Development for BRMS] demonstrated Vbas®, you could hear the “ooohs” and “ahhhhs” from the committee. It was clear the technology of BRMS offered a lot of features and services we needed. It was the most superior software we had seen.”

In addition, Matt Schafer (CEO of BRMS) committed a higher level of customer service and commitment than we had received in the past.

BRMS’s Vbas® technology has allowed Grossmont to do a better job of managing providers, processing claims and eliminating unnecessary costs.

“Out of the gate, BRMS earned us a \$400,000 refund from the prior year. They also reduced our pharmacy cost to half. Plus, BRMS has been able to service our complicated triple-tier plan nearly flawlessly – more than what could ever be expected.

BRMS also has an impressive rapid pace of processing claims. What normally took our accounting department of six individuals to issue in a week, BRMS can issue in a day. Their productivity and efficiency is incredible.

Bottom line, BRMS can take on anything and make it work to your advantage, quickly and effectively. A true partner who is always fighting for your best interest. Most importantly, they keep promises. Matt more than fulfilled his word on customer service. It is accentuated in everything they do.”