

BRMS Client *Perspective*



Problem:

TPA was using outdated software system causing numerous problems.

Solution:

BRMS Vbas® Connect

For more information on
BRMS and Vbas®:
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Mainstay Business Solutions, Blue Lake, California

- Staffing company
- Over 8,000 employees under management
- Over 1,000 worksites throughout California
- BRMS Contact: Vice President/ General Manager

The size of their group created daily challenges in administrating benefits. They previously used a low cost competitor (Benetrac) but their product could not serve the needs of their size and, most importantly, did not transfer to carriers at the frequency they needed.

The most important criteria in choosing a new TPA were more frequently transmission of data to carriers and increasing online capabilities to manage the process.

With Vbas®, the carrier — not the application — limits the frequency of transfers. Vbas® can transfer as often as the carrier will allow. Plus, the robust online features and functionality further made Vbas® the best solution.

“The implementation of Vbas® was reported to go extremely smooth. There were no known problems, delays or confusion in setting up the system. BRMS made it simple and straightforward.”

The consolidated billing feature has been a lifesaver. We now have an effective and efficient way to manage our pre-billing, including accurate tracking of adjustments and credits.

Also, the ease of use has been highly beneficial. Our staff is not necessarily technology savvy, but they have had no problems learning and using Vbas®, which saves me time.

In fact, the training and support BRMS provides is outstanding.

They are constantly available to help us leverage the product to our advantage and answer any questions.

[BRMS] is the perfect combination of technology and customer service.”