Third-Party Administrators (TPAs) who file and/or respond on behalf of a member company in Online Filing (OLF) will automatically be given restricted access in Total Recovery Solution® (TRS®). There is no need to obtain new TPA Letters of Consent for restricted access. However, if a member company determines a TPA should have unrestricted access, a new TPA Letter of Consent with the appropriate box checked is required (In Resources tab, under TPA resources).

There are two kinds of access for a TPA in TRS: restricted and unrestricted.

1. What is restricted TPA access?
   - The TPA has limited access to the member company.
   - TPA can only view cases the member company has assigned to them.

2. What is unrestricted TPA access?
   - The TPA has more access to the member company.
   - TPA can view all of the member company’s cases in TRS.

<table>
<thead>
<tr>
<th>Action</th>
<th>Restricted</th>
<th>Unrestricted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does a TPA need to be assigned to an existing TRS case by a member company?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Can a TPA begin a new case in TRS on behalf of a member company?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Does a TPA need to be assigned to the TRS case to respond on behalf of a member company?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Can a TPA assigned to an E-Subro demand push a demand from E-Subro Hub to arbitration into TRS and handle the case?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

3. How does a filing company assign a case to a TPA?
   - To assign to a TPA, click on the ellipsis to the left of the feature.
   - Select “Assign Case.”
Third-Party Administrators (TPAs)  
Frequently Asked Questions

Select the correct TPA from the “Assign Case To” drop-down box.

Assign Case Administration

Loss Date: 12/1/2017  
Loss State: Colorado  
Insured Name: TEDDY ROOSEVELT

Claim Number: TEST - PL COUNTER - BOTH  
Policy Number:  
Case ID: 180000000DF3-C1

Current Assignment:  
ALPHA INSURANCE CO - ALPHA INSURANCE OF FLORIDA (04513-0002)

Assign Case to:

- CEI SUBROGATION SERVICES - CEI SUBROGATION SERVICES (04504-0002)
- PARAGON SUBROGATION SERVICES - PARAGON SUBROGATION SERVICES (70213-0002)
- PARADOX INSURANCE SERVICES - PARADOX INSURANCE SERVICES OF CALIFORNIA (04515-0002)

- Select “Assign Case.”
- The TPA will be listed on the feature as the Admin.

4. If the member company wants to remove the TPA, what should they do?
- To remove to a TPA or change TPAs, click on the ellipsis to the left of the feature.
- Select “Assign Case.”
- Select either “Assign Case To” or “Send Case Back To.”
- Select “Assign Case.”
Assign Case Administration

Loss Date: 12/1/2017
Loss State: Colorado
Insured Name: TEDDY ROOSEVELT

Claim Number: TEST - PL COUNTER - BOTH
Policies Number: 
Case ID: 1800000DF3-C1

Current Assignment:
CEI SUBROGATION SERVICES - CEI SUBROGATION SERVICES (04504-0002)

Assign Case to:

Send Case back to:
ALPHA INSURANCE CO - ALPHA INSURANCE OF FLORIDA (04513-0002)

5. What notification is sent when a TPA is assigned?
   - Notification Assigned – Sent to TPA
   - Notification Unassigned – Sent to member