TALON

THE TPA STACK SELF-ASSESSMENT

How connected is the technology around your claims platform?

Score each statement for your current environment: 0 for no, 1 for partial, 2 for yes.

This is not a vendor scorecard. Every capability below may already exist in your stack and still score a zero, because the question isn't whether the capability exists. It's whether it's connected.

THE ASSESSMENT

MEMBER JOURNEY	STATEMENT	NO (0)	PARTIAL (1)	YES (2)
1 Find care	A member uses one login to find care, compare prices, track and earn rewards, and pay.	☐	☐	☐
2 Compare prices	The price a member sees before care is the price the claim later pays, and you can prove it with adjudicated claims.	☐	☐	☐
3 Earn a reward	When a member chooses cost-effective care, the reward issues automatically, with no manual review.	☐	☐	☐
4 Pay	Member payment is tied to the price shown and the reward earned, not handled by a separate system.	☐	☐	☐
5 Validate the price	Incoming claims are checked against what the member was shown, and against an evidence-based rate, before payment.	☐	☐	☐
6 Analyze the claim	Every claim can be traced back to the shopping decision that produced it, and that result improves what members see next.	☐	☐	☐
7 Data handoffs	Data moves between these systems automatically. No one on your team reconciles files between vendors.	☐	☐	☐
8 Employer story	You can show an employer, in one report, the decisions members made and the claims that followed.	☐	☐	☐

Your total: _____ / 16

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YOUR SCORE

0 to 5

Highly fragmented

Multiple opportunities for infrastructure consolidation. Members are experiencing the seams, and your team is paying for them operationally.

6 to 11

Partially connected

Strong capabilities exist, but important handoffs remain. The gaps are usually between pre-care and post-care, or between incentives and decisions.

12 to 16

Connected architecture

Focus on optimization, data quality, and incremental differentiation. The strategic question becomes what to build on the foundation.

WHERE TO START

YOUR LOWEST SCORES	WHERE TALON STARTS
Statements 1 to 3	Before care: MyMedicalShopper™, Encounter Estimate™, MyMedicalRewards™
Statements 4 to 6	After care: TALONPay™, UAPA™ (Universally Acceptable Payment Amount), Universal Repricer, claims and network intelligence
Statements 7 and 8	Integration and reporting: claims platform integration and employer reporting

80+
TPA & HEALTH PLAN CLIENTS

16+
CLAIMS ADMINISTRATION PLATFORMS INTEGRATED

25B+
CLAIMS DATABASE

Review your architecture with TALON

Whatever your score, the next step is the same 30-minute working session: we map the transaction, mark the seams, and show where TALON could connect or extend what you already run.

BOOK A 30-MINUTE SESSION ›