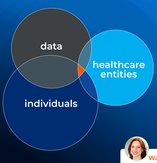
We provide a software-as-a-service web portal that connects data, individuals, and healthcare entities.

Health Portal Solutions saves Employers and Payers time and money by consolidating insurance, benefits, wellness, and other healthcare details into a single portal.

Request a Demo



Want to chat?
Start a live chat with our customer service or sales team.
You can also text us at (713)513-XXXX.
CHAT NOW

Consolidate Data from Many Sources

Our health portal streamlines data into a single application, allowing users to easily access the healthcare data within a secure environment.

- Claim Systems
- Benefits & Eligibility Systems
- Flexible Spending/ Debit Cards
- PBM Databases
- Self-Funded Benefit Plans
- Work Site Management
- Onsite Medical Clinics
- Case Management
- COBRA Systems
- Lab Services
- Wellness Programs
- Pre/post Mail Fulfillment Centers
- 401k/ Pension Databases

Any User. Any Device. Anywhere.

Our web app lets users log into the portal from any device, anywhere, anything, or on the road. No app installation is required to view your data, simply log in from your web browser on your phone, tablet, or desktop.

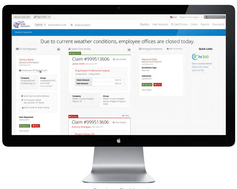
Apply Your Brand Preferences

Private Branding

Colors, logos, graphics and links to related content sites can all be configured as desired, upon initial release and as your brand evolves.

Audience Oriented Interfaces

Customer Service | Members + Family | Healthcare Providers | Employers | Insurance | Brokers



Employer Dashboard

Layout Options

Pick the UI (User-interface) that is best for your members and your business goals.

Real-Time Claims

This real-time architecture is designed to integrate with any system, any type of claim processing requirements, and adapts to any business need.

The application has intelligence about the underlying claim processing methods, real time changes to user interface.

REAL-TIME BENEFITS

- Human error is reduced
- Hands-free Technology - Keep your hands off the data and automate claims submission process.
- Claims are processed faster, thus invoicing can be issued faster.
- Keeping Up with Consumer Expectations - real time processing

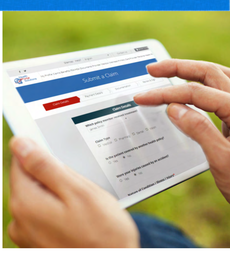
What Does Real Time Claims Mean for People?

Employer
Submit Claims
Streamlining your claim management with integrated workflows for efficient claim intake and response.

Member
View Claims
Members, Payers and Providers can view claims as soon as they are processed. Payers parties may check in on a claims' status.

Payer
Pay Claims
For maximum flexibility the Banking Service includes Intermediary Settlement options and EFT processing.

View More



If You Can Dream It, We Can Build It.

Tools to customize the portal are built into the architecture of our technology.

We work with you to get your desired look and functions, so you can have it your way.

Happiness includes "HPS."

"Working with the team at Health Portal Solutions has been a very good experience and they have walked me "personally" through many steps that were not exactly easy for me. Not being a true "data person" but a very seasoned Third Party Administration Director, it was extremely helpful to be knowledgeable and patient systems analyst individuals to help me. I would highly recommend your services."

- Complete Benefits Solutions (TPA, South Carolina)

Want to Learn More?

Say goodbye to expensive manual, paper-based business processes. It's time to boost your business efficiencies and drive business growth.

Request a Consultation | Review Portal Features

Want to Learn More?

Our software can do a lot, but what can it do for you? Ask one of our analysts how our portal can be customized to meet your unique needs.

Schedule a Free Demo

Latest Posts

Posting Text Content Online
by hpsadmin | Nov 11, 2020

Top 10 Ways HPS Empowers Your Business
by hpsadmin | Oct 15, 2020

Submitting a Ticket in the HPS Ticketing System
by hpsadmin | Oct 5, 2020

Newsletter Sign-up

First Name

Last Name

Email

Subscribe

Contact Us

Address:
5550 West I-10, Suite 220
San Antonio, Texas 78230

Phone & Fax:
Toll-Free: (855) 474-1074
Sales Inquiries: (713) 540-7715
Client Support: (855) 250-0273
Fax: (210) 697-0360

Send Us a Message

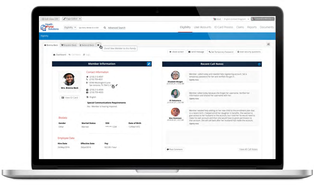
© TPA Benefits, Inc dba Health Portal Solutions. 2021 | Privacy Policy | Careers | Cookie Policy | Contact Us | Site Map

Founded in 2000, Health Portal Solutions (HPS) develops and supports private-labeled web portals that allow various parties to access medical data, health and wellness content, and useful decision support tools.

TPABenefits, Inc. d.b.a. Health Portal Solutions is a privately held company headquartered in San Antonio, Texas.

Health Portal Solutions serves a number of payers in today's healthcare services industry including: third party administrators, fully insured carriers, managed care organizations, employers, specialty insurance carriers, union organizations, international healthcare services companies, and many others.

Our mission to provide organizations with tools that improve efficiency, streamline business processes, enhance marketability, and provide growth at the bottom line.



Drive Forward

Born from a Third-Party Benefits Administrator, we produce TPA-centered solutions.

Because we came from a healthcare Payer, we have a very real knowledge of what Payers go through and what their key business challenges are. We have developed technology to address those specific business needs.

Software written, maintained, and supported by our US-based team.

Our in-house team of software developers, business analysts, sales and marketing staff, and human resources team are highly experienced and committed to serving its growing client base each and every day. Our employees are centralized at our headquarters, but, we have team members in three different time zones in the continental United States.

This makes implementation and support communications easier for our clients, while also reducing security concerns.

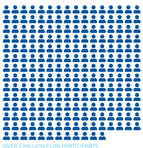
Over 20 years in business – We have years of experience doing this and we know what we're doing.

The age of our company gives you the benefits of stability and software that has had years to continuously improve.

Since 2000, Health Portal Solutions has supported...

OVER 10,000 EMPLOYER GROUPS,

MORE THAN 800,000 US HEALTHCARE PROVIDERS,



OVER 3 MILLION US PATIENTS/MEMBERS

1,000+ web application programs, services, and user interfaces

7,000+ hours spent each year on quality assurance testing

Hundreds of companies trust Health Portal Solutions to organize their disparate data and vendors into a private labeled portal that helps them communicate and manage benefit programs for more than 10 million end-users.

Want to Learn More?

Our software can do a lot, but what can it do for you? Ask one of our analysts how our portal can be customized to meet your unique needs.

Schedule a Free Demo

Latest Posts

- **Posting Text Content Online**
  By fpsadmin | Nov 11, 2020
- **Top 10 Ways HPS Empowers Your Business**
  By fpsadmin | Oct 30, 2020
- **Submitting a Ticket in the HPS Ticketing System**
  By fpsadmin | Oct 8, 2020

Newsletter Sign-up

First Name

Last Name

Email

Subscribe

Contact Us

Address:
11550 West IH 10, Suite 220
San Antonio, Texas 78230

Phone & Fax:
Toll-free: (855) 414-1014
Call or text us at: (210) 641-7715
Client Support: (855) 490-6673
Fax: (210) 697-0360

Send Us a Message

© TPA Benefits, Inc dba Health Portal Solutions 2021 | Privacy Policy Careers Cookie Policy Contact Us Site Map

Our Portal Implementation Process

Vendor Coordination

Data Mapping
Graphic Design

Portal Configuration

Quality Assurance
User Acceptance
Client Training

Public Release

Project Management, Weekly Project Meetings

Post-Release Support

Pre/Post-Launch Marketing Support

We provide private-labeled marketing materials to help you promote your portal & drive utilization.

- Flyers
- Posters
- PowerPoints
- Emails
- Graphics
- Press Releases
- Training Materials

Post-Launch Tech Support

- 24 / 7 Monitoring
- Streamline and Optimize Workflows as Needs Change.
- Bug Fixes and Security Updates.
- Feature Releases: Enhancements Available for Evolving Business Needs.

Above and Beyond Member Support

- We answer calls to help users log in, reset passwords, register web account.
- We also solve other user issues, such as advisng members how to create an email account or who to call for health plan questions.
- We have taken support calls from members ranging between 18 and 96 years old.

Typical Project Team

- Project Manager
  - Business Analyst(s)
  - Lead Programmer
    - Supporting Programmer(s)
    - Supporting Programmer(s)
  - Database Manager
  - Graphic Designer
  - Lead Quality Assurance Tester
    - Quality Assurance Tester(s)
    - Quality Assurance Tester(s)

Want to Learn More?

Our software can do a lot, but what can it do for you? Ask one of our analysts how our portal can be customized to meet your unique needs.

Schedule a Free Demo

Latest Posts

Posting Text Content Online
by hpsadmin | Nov 11, 2020

Top 10 Ways HPS Empowers Your Business
by hpsadmin | Oct 15, 2020

Submitting a Ticket in the HPS Ticketing System
by hpsadmin | Oct 9, 2020

Newsletter Sign-up

First Name

Last Name

Email

Subscribe

Contact Us

Address:
11550 West IH 10, Suite 220
San Antonio, Texas 78230

Phone & Fax:
Toll-free: (855) 414-1014
Call or text us at: (210) 641-7715
Client Support: (855) 490-6673
Fax: (210) 697-0360

Send Us a Message

© TPA Benefits, Inc dba Health Portal Solutions 2021 | Privacy Policy Careers Cookie Policy Contact Us Site Map

Software Features Easily Tailor the Portal to Meet Unique Needs

Our portal has many features but can be co-sourced. Premium features are also be activated for your specialty/specialties.

- Real-Time Claims
- View Claims
- Benefits
- ID Cards
- Enrollment
- Bulk Import Members
- Data Restrictions
- Claim Funding & Invoicing
- Pre-Authorizations
- Reports
- Family Enrollment
- Provider Search
- Select a PCP
- Provider WP Management
- Customer Service Screen Sharing
- Secure Messaging
- Easy Content Management
- Multi-Language Display
- Provider Network
- Web Account Management
- Quick Quote

Real-Time Claims

Real-time is embedded or integrated in some systems, any type of claim processing requirements, and adapts to any business need.

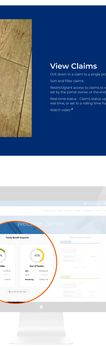
The application has intelligence about the context of user and provides the appropriate data and actions to take.

For maximum flexibility, the Banning Service includes intermediary (batch) configurations and EFT processing.

Examples of compatible systems: Pega, Sirius, Jiva, Facets, Trizetto, and Benefits Administrators clients in house developed.

REAL-TIME BENEFITS:

- Human error is reduced
- Hands-free technology automatically enters claim data and automates claims processing
- Claim are processed faster therefore invoicing can be sent out sooner
- Keeping up with Centers for Dispute Settlement - real time processing



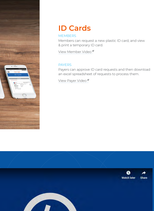
What Does Real Time Claims Mean for People?

Submit Claims
Providers can submit claims from their computer, and receive processing claims for their patient.

View Claims
Members can view claims as soon as they are processed. Claims are updated with the up-to-date claims status.

Pay Claims
Payers can pay or decline claims per their determination.

Phone calls from Members and Providers often reduce when claims are available online.



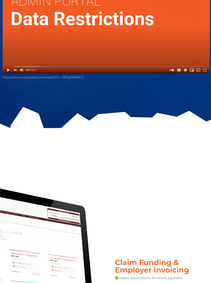
View Claims

Members can view in a single procedure within a claim, bills and their claims.

Restricted/granted access to claims to web account types as set by the portal owner, or the ward member.

Real-time status - Claims status updates can happen in real time, or set to a rolling time frame.

Watch video ▶



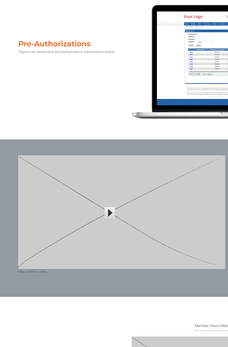
Benefits

Members, Providers, and Payers can view benefits.

Doctor, clerk, give great visual aids to how much money is available and can benefit.

View Member Video ▶

View Provider Video ▶



ID Cards

MEMBERS
Members can request a new plastic ID card, and view and print a temporary ID card.

Watch Member video ▶

PAYERS
Payers can approve ID card requests and then download an excel spreadsheet of requests to process them.

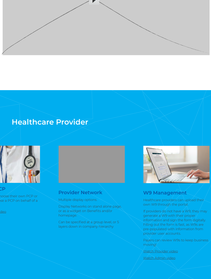
View Payer Video ▶

Online Enrollment

Streamline your enrollment process and easily manage all aspects of enrollment online.

The Health Portal Solutions web portal provides easy and fast access to enrollment for employers, Plan Administrators, Brokers, and Qualifying Agents.

- Our online enrollment software gives plan members and HR representatives the ability to enroll online.
- It also organizes enrollment data into a series of reports, which are important tools for managing employee benefits.
- The portal also generates files of enrollment data that can be sent to carriers, or to a benefits administrator or sent to carriers, enabling secure and efficient transfer of your enrollment data.



Bulk Import Members with a Spreadsheet Upload

In addition to members enrolling themselves online, Administrators and Plan Sponsors can also enroll members by uploading a spreadsheet.

Data Restrictions

Data can be restricted to individual accounts that require sensitive information.

This can be used in which someone should see all information but a few groups, or conversely someone should see no most information, with the exception of a few groups.

Claim Funding & Employer Invoicing

- Mirrors requirements for online payment
- Reduces checks getting lost in mail
- Great for 1099s (third party benefit administrators) that want to offer secure payments online to employees.

Pre-Authorizations

Payers can streamline pre-authorization submissions online.

Reports

Download and archive reports.

Report drill-downs available for Admins.

Summary reports available for employers and brokers.

REPORTS DASHBOARD:
A visual interface to display your reports.

CONVERSION REPORTS:
Review details of automatic updates to the portal.

Documents

Group administrators can upload plan documents, company newsletters, or any documents they choose. Documents can be assigned to specific languages or regions.

Member View Video | Administrator View Video

Healthcare Provider

Provider Search

Members can compare and search for a particular clinical, LCSW or behavioral health provider.

Watch Member video

Select a PCP

Members can compare and search for a particular clinical, LCSW or behavioral health provider.

Watch Member video

Provider Network

Provider Network Manager

Provider Network Manager is a web-based tool to allow changes to the PHS Provider Database.

Contact us at sales@healthportalsolutions.com for more information.

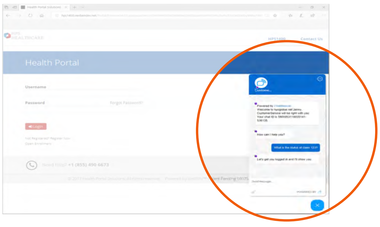
WP Management

Health Portal Solutions can combine a customer's existing WP system.

If provider is not found in our Data Hub, the provider is left with the simple single sign-on form to create a new profile. Their information is then sent to the WP system and also stored with information from other sources in our database.

Watch WP Admin Video ▶
Watch Provider Video ▶
English Video ▶

Customer Service

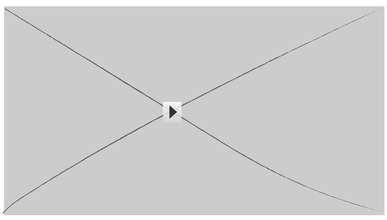


Instant Messaging + Screen Sharing

Answer questions quickly by seeing what your callers see.

Customize the UI to match your brand.

HIPPA Compliant



Secure Messaging

Members can communicate with HR & Payers.

Attach and send PHI.

Notifications and alerts available.

View Member video

View Admin Video

Easy Content Management

Standard tools enable you to adjust portal settings without software development or the involvement of your IT Department.

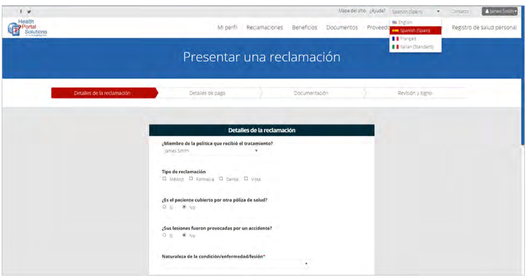
You can post custom content to the portal, like static text, images, HTML, slideshows and videos.

Elements you can manage yourself:

- Online Documents
- Messages and Announcements
- Help Content and FAQs
- Image/Video Galleries
- HTML/Text Blocks

Multi-Language Display

Use our default pre-translated language matrix or bulk import your own local translations that make sense to YOUR audience. You can also make pencil edits to any word as it translated to various languages on the spot.



Web Account Self-Serve Management

Keep the call center open for those to need advanced help by allowing members self-service options for their website accounts.

Create a Login Account

Health plan members can create their own website account.

https://www.youtube.com/watch?v=mpOXAAUHtwg

Change Password

Health plan members can change their password on-demand.

Additional password rules configurable as needed, per the security standards for your business.

Change Security Questions

Health plan members can change their security questions that prompt for password resets.

Family Permissions

HIPAA requires adults (18+ years old) grant explicit permission before others can view their medical data.

College students and spouses can grant permissions to family members to view data.

Different permissions can be granted to different policies. (Ex: You don't want your current spouse seeing data from previous policy years.)

View member video

Contact Preferences

Health plan members can change their contact preferences for marketing emails or mail.

EOB Preferences

Health plan members can change their preferences for their Explanation of Benefits to be digital or through snail mail.

Additional Niche Features

Quick Quote

Turn a standard spreadsheet into an online format.

Data Entry

Manually add groups & plan members if eligibility file is unavailable.

Want to Learn More?

Our software can do a lot, but what can it do for you? Ask one of our analysts how our portal can be customized to meet your unique needs.

Schedule a Free Demo

Latest Posts

Posting Text Content Online
by hpsadmin | Nov 11, 2020

Top 10 Ways HPS Empowers Your Business
by hpsadmin | Oct 15, 2020

Submitting a Ticket in the HPS Ticketing System
by hpsadmin | Oct 9, 2020

Newsletter Sign-up

First Name

Last Name

Email

Subscribe

Contact Us

Address:
11550 West IH 10, Suite 220
San Antonio, Texas 78230

Phone & Fax:
Toll-free: (855) 414-1014
Call or text us at: (210) 641-7715
Client Support: (855) 490-6673
Fax: (210) 697-0360

Send Us a Message

© TPA Benefits, Inc dba Health Portal Solutions 2021 | Privacy Policy Careers Cookie Policy Contact Us Site Map