

Helping our partners get better.

With a culture of support, we enjoy sharing our expertise.

A few years ago, Arbitration Forums was working on a new filing tool that would allow their partners to process arbitration cases in a more timely manner. Filing arbitrations in a shorter timeframe meant cases would be heard faster, and awards recovered more quickly. An exciting and valuable tool, if they got it right.

When Arbitration Forums was in the process of developing Total Recovery Solution (TRS), a tool that would speed up the arbitration process, they wanted a Third-Party Administrator (TPA) to help them review and improve the tool. They needed a partner to provide feedback on the design and functionality. Someone with extensive experience filing arbitrations in their current system, someone with a consultative culture, someone they could trust. They looked to Afni, and we gladly offered our assistance.

In March of 2016, Afni conducted our first review of TRS for Arbitration Forums. For this first look, we asked several of our Arbitration Specialists to spend a day in the system processing a mock arbitration case provided by Arbitration Forums. Our Specialists examined the tool's usability and considered the flow and efficiency at each step. When complete, they provided a detailed report with their notes and ideas to improve the design and functionality of the program.

Later that same year, Arbitration Forums asked if our team could help them again by testing the revised and improved TRS. Happy to help, in October 2016, the same group of Arbitration Specialists worked through the updated system, looked for opportunities for improvement, and created a new report outlining their feedback and recommendations.

A few months later, in February of 2017, Arbitration Forums introduced TRS to the carrier market. They made the system available exclusively to carriers for a little over a year.

Then, in May of 2018, Afni was invited to be one of the first TPAs to use the TRS system. We quickly adopted TRS as our sole arbitration filing system and began developing best practices for using the tool effectively.

The expertise we gained through our consultative reviews and early adoption came in handy in late 2019 when TRS became mandatory for all carriers filing auto arbitrations. Many of our existing partners had questions, and Afni was uniquely qualified to assist.

Being a consultative partner is part of our culture at Afni. We welcome opportunities to share our knowledge and help partners maximize their business or roll out exciting new tools. When TRS became required for auto filings, we proactively connected with many of our clients to offer help. Anything from answering general questions, or providing guidance on best practices, to troubleshooting and more. We shared the insights gained through a year and a half of filing experience – and a couple of rounds of beta testing – to ensure our partners got up and running with TRS.

We're proud our partners trust us to help them get better, and we look forward to our next opportunity.

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