

Q | Q QLAdmin  
SOLUTIONS

Your Proven Partner  
in Policy Administration



The power of partnership.

## How can we help you?

Going from good to great. What's holding your organization back? If one of those answers is your policy administration system, we certainly understand. Legacy and homegrown policy administration systems make it difficult to acquire and service new business, manage products and rates, and meet the distribution needs of today's sales force. Perhaps it's time to consider a new partner.

Does your policy administration system:

- allow for efficient implementation of new products and rate changes for faster time to market?
- provide easy management of agent settings and rules to customize hierarchies and payments?
- integrate with third-party tools for faster time to issue and premium collection?

QLAdmin offers complete functionality to expertly service the entire policy lifecycle. Additional product modules, agent and policyholder web portals, and third-party integrations further meet the needs of today's insurance company.

QLAdmin enables you to:

- automate daily policy administration processes.
- create customer and policy service efficiencies.
- increase accuracy with reduced manual effort.
- implement industry best practices.

We are a software company of insurance experts enabling insurance providers to succeed in their markets. We've been here for more than 30 years, and we are here to help.



# More than policy admin.

## Health Claims, Reinsurance, and Medicare Supplement Auto-Adjudication

Additional modules expand QLAdmin functionality.

Health claims adjudication supports UCR, CPT/ICD, and customized plan benefits.

Ceded reinsurance tracked by treaty and policy with all coverage detail.

MedSup auto-adjudication supports all plans in every state.

Core QLAdmin features accessible by all modules.

## Agent and Policyholder Web Portals

User friendly web portals feature company branding.

Responsive portal design for easy access on all devices.

Manager access to business for sub-agents in hierarchy.

Administrative tools for portal display options and user access.

Web server, API server, and web portal security with dual factor authentication.

## Agent and Sales Tools via Technology Partners

Front-end and third-party application integration.

Mobile app integration for rate calculators and new business.

Multiple file format options for importing new business.

Encryption and security features for data updates and integrity.

Custom development to complement QLAdmin functionality.

# QLAdmin Insurance Policy Administration

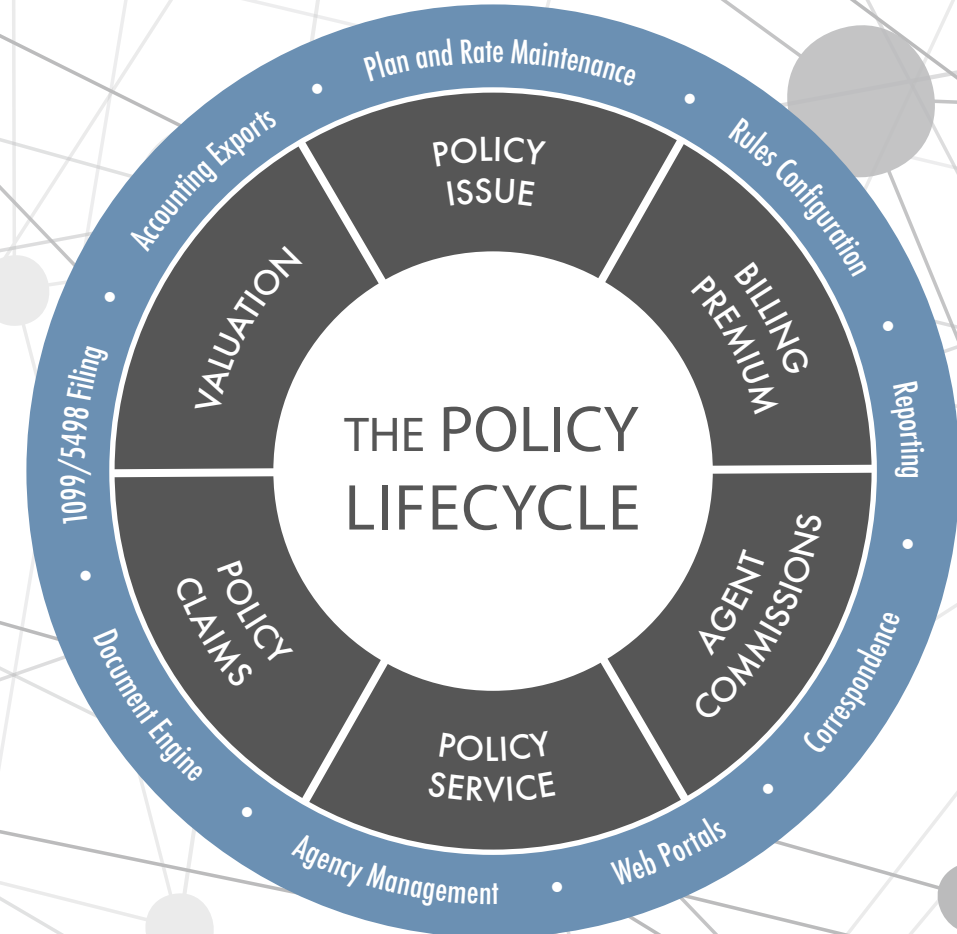
New issue to termination  
and everything in between.

Our vision is to be a prominent insurance technology partner known for great people, tailored solutions, and peerless support. We strive for that every day.

QLAdmin provides complete life, health, and annuity policy administration functionality that serves each phase of the policy lifecycle. From policy issue to benefit payment and all the service transactions in between, QLAdmin is a proven and reliable system.

Key processing features and supportive tools create a full featured yet cost effective platform for daily policy administration operations.

- Document Engine for creation and management of forms, policy pages, and correspondence.
- Follow-up queue for workflow assistance and task coordination with admin and individual views.
- User friendly plan and rate maintenance with policy contract and compliance documents.
- Full claims and disbursement functionality with direct deposit, partial holds, and splits.
- Thorough reserve valuation reports include all data needed by actuarial and accounting professionals.
- Accounting file integration to 15+ business accounting systems.





# QLAdmin Medicare Supplement Claims Auto-Adjudication

## Claims Dashboard Business Rules Engine Rate Increase Tools Manual Claims Queue

The claims dashboard displays real-time adjudication data with the ability to drill down to itemized payment detail. All plans and individual benefit calculation settings are maintained via the business rules engine.

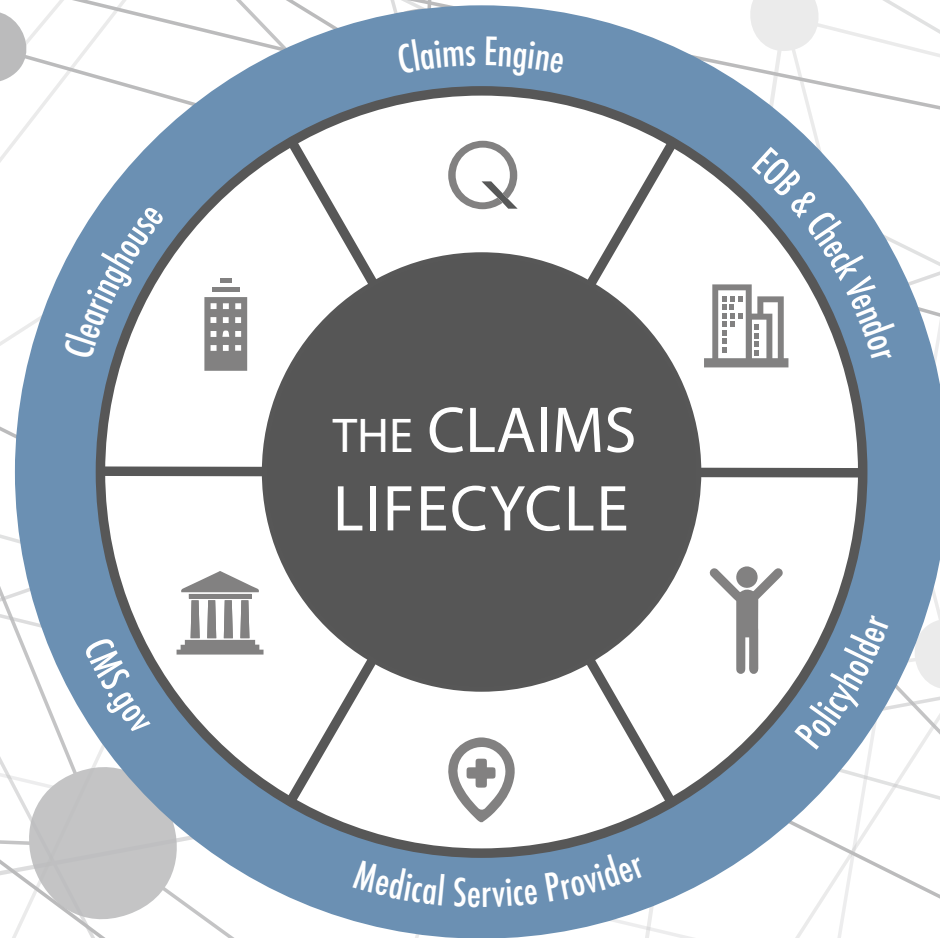
Based on plan and benefit settings, claims outside the adjudication parameters are held for review and quickly finalized via the manual claims queue. All the while, the system continues to separately parse and queue incoming EDI files for optimized auto-adjudication performance.

Rate increase filings, approvals, required documentation, and implementations are managed via the rate increase management tool. And of course, individual policy exceptions are allowed.

Enter the growing MedSup market, or improve claims operations while lowering expenses. With high volume auto-adjudication, speed and accuracy matter.

The QLAdmin Medicare Supplement claims auto-adjudication system is ready to go out-of-the-box. All plans in every state are supported for Part A and Part B.

All Medicare Supplement plans, individual plan benefits, processing rules, product filings, and periodic rate increases are managed in QLAdmin with comprehensive system tools built for the business user.





33

Years in  
Business

50

Clients  
Supported

740

QLAdmin  
System Users

2m

Inforce  
Policies

For over 30 years, it has been our mission to serve the small to mid-sized company and offer complete processing solutions for traditional life, health, annuity, and preneed/final expense products. We are a trusted technology partner for fifty insurance companies.

With roots in actuarial science and insurance regulation, QLAdmin was built on a solid foundation of insurance

industry expertise. Today, we remain committed to the concept that possessing a deep understanding of the life insurance business is as much of a core competency as software design, development, and support.

Insurance is at the heart of what we do every day. Ultimately, it is why we are able to develop ideal policy administration solutions for you.

qla

**We believe policy  
administration should  
be easy and intuitive, yet  
comprehensive and reliable.**

## OUR CLIENTS' WORDS SPEAK LOUDER THAN OURS



"The QLAdmin development and support team are some of the best I've worked with, and the software is, by far, the most reliable. Their ability to fully understand our business objectives consistently adds value to our organization, and accommodating our specific needs with small system changes seems to be their specialty"

- Jodi Cooper, Vice President



"This program has proven to be a very reliable platform on which to base our operations, and as a QLAdmin user for more than 12 years, I have always been grateful for their consistent support."

- Brent Gibson, Vice President



"We moved to QLAdmin in 2005, and it's been one of the best IT decisions we've made. QLAdmin's easy-to-follow data presentation and adaptability to custom routines has improved our operating efficiency beyond our expectations. We look forward to continuing to grow with QLAdmin Solutions."

- Tom Munson, President



"Moving from our legacy system to QLAdmin helped us evolve from being awash in complex paper trails to being a model of efficiency. The boon in efficiency freed up valuable time for enhancing our customer-centric strategies. We believe our partnership with QLAdmin is a building block of our future success."

- Gracie Johnson-Lopez, Senior Vice President



"We have been using QLAdmin since 2004. As both a multiple-line life insurer and a multi-state third-party administrator, we believe that QLAdmin is a versatile and reliable platform well-suited to our expanding operations."

- Susan Thomas, CEO



"QLAdmin is a great fit for processing our term and UL life business. It's a system that's easy to use and the user-defined fields add flexibility that meet our company's reporting needs. Their support staff has insurance savvy with extensive technical skills. They know their system and are great at providing the right solution to processing issues."

- Zack Athens, Life Business Manager, Finance



"We have been using QLAdmin Solutions software for more than 20 years. In that time, we have found the software to be affordable, reliable, and user friendly. Our fraternal has consistently received superior, professional customer service and technical support during our relationship. We feel other companies will experience the same excellence."

- Pam Strickland, President



"As a new life insurance company, SECU Life sought a policy administration system capable of handling all of our servicing and claims needs. What we've received from the team at QLAdmin Solutions was that and so much more; proven technology, experienced and dedicated support resources, and a partnership with a company that shares in our successes."

- Stacey Waddell, CFP, Senior Vice President



"We've been using QLAdmin software to administer business for our group of companies for more than nine years. We are constantly enhancing our product lines and adding blocks of business. We would not be able to introduce new products as quickly as we do without the flexibility of QLAdmin, on both the life and annuity side. Compared to our previous mainframe system, QLAdmin saves us both time and money. The time response, pricing, and accuracy of the work delivered by QLAdmin is phenomenal."

- Mike Simard, Executive Vice President



VISIT US ON YOUTUBE,  
LINKEDIN, AND TWITTER.

## Providing more than software solutions

We understand the challenges. Planning and initiating a new technology project can seem overwhelming.

We are here to help manage that project and coordinate our teams to successfully complete each phase of the conversion and implementation process.

Our team performs all data conversion activities with client data testing and validation along the way.

Working together and identifying the best course of action to meet all needs enables a faster completion time and at a more reasonable cost.

Tailored employee training ensures your team has a positive transition experience and implements new best practices for policy and claims administration.

We provide your team with expert software support from our in-house analysts. QLAdmin clients also have their own web portal for support case tracking, system updates, and data backups.

We strive to be a prominent insurance technology partner known for great people, tailored solutions, and peerless support.

We are here to help you succeed.

Texas Savings Life Insurance  
Duncan, Oklahoma  
Brent Haggard, TPA  
800-544-9242

Catholic Union of Texas  
La Grange, Texas  
Chris Urban, President  
800-245-8182

United Transportation Union  
Insurance Association  
North Olmsted, Ohio  
Ken Laugel, President  
216-227-5293

Catholic Family Fraternal of Texas  
Austin, Texas  
Pam Strickland, President  
512-444-9586

United Benefits, Inc.  
Dallas, Texas  
Charlie Allison, President  
800-766-0018

Individual Assurance Company  
Edmond, Oklahoma  
Brent Gibson, Vice President  
800-868-3274

Landmark Life Insurance  
Brownwood, Texas  
Tom Munson, President  
800-299-5433

Texas Service Life Insurance  
Austin, Texas  
Susan Thomas, President  
512-263-6977

Liberty Bankers Life Insurance  
Dallas, Texas  
Eric Johansson, COO  
469-522-4200

**Proven software solutions backed by peerless support.**





**Life, Health and Annuity Policy Administration**  
**Medicare Supplement Claims Auto-Adjudication**  
**Agent and Policyholder Web Portals**

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