

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.

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

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."



### Assign Case Administration

Loss Date: 12/1/2017

Claim Number: TEST - PL COUNTER - BOTH

Loss State: Colorado

Policy Number:

Insured Name: TEDDY ROOSEVELT

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)

Cancel

Assign Case

**5. What notification is sent when a TPA is assigned?**

- Notification Assigned – Sent to TPA
- Notification Unassigned – Sent to member