TPA Questionnaire

The following are good things to get answers to from a due diligence perspective when looking to work with TPA’s/Vendor’s:

1) What is their customer service track record in the last 10 years? Can this be verified through a third party such as the Better Business Bureau?

2) Has a litigation/complaint search been done on this TPA/Vendor and/or any affiliates, and/or the principals of the entities via the internet?

3) What is their E&O loss history over the last 5 years? What is their E&O loss history for the current 12 months, updated currently (for today’s date)? Has this all been verified by current carrier loss runs?

4) Are E&O coverage, and where applicable, cyber insurance policies currently in place? If so, are appropriate limits of liability and retentions, along with coverage, currently in place? Many TPA’s have inappropriately small limits.

5) Are the contracts to be used for the engagement(s) fairly written to not unfairly encumber you from a liability standpoint?

6) What is the financial health of the TPA/Vendor?