



North America
Administrators

We're building upon our legacy of remarkable customer service.

Our clients, their employees, health care service providers and brokers have already discovered what you will soon experience — NAA's reputation is backed by the testimonies of satisfied clientele.

"I am amazed at the flexibility your company has to offer our client. I can't believe we actually have benefits up and running as of January 1st. I don't think this group, or any group we have, has ever seen this happen. Thank you for helping make my life and our clients' lives a little easier!" - *Melanie S., Account Manager, Columbus, IN*

"LaVerne has been a godsend. She did what my HR department could not do – treat me like my questions were important and follow through on what was promised." - *Leonard M., Employee, North Platte, NE*

"I appreciate all of the support and dedication that you, Jim and the entire NAA team have provided to our company, HR team and me over the years! I have always counted on your strong and valued judgment to guide our health plan." - *Sam C., Administrator, Bowling Green, KY*

"I wanted to compliment Sharon for the great service I received from her yesterday. I have dealt with a lot of insurance companies in the past and this is the first time I have received such great service." - *Bob S., Employee, South Bend, IN*

"You guys are great at generating reports that your customers can review and actually know what they are looking at." - *Patricia R., HR Manager, Paducah, KY*

"We love North America Administrators because of Barbara! She's excellent! If everyone we worked with were like her, our job would be easy!" - *Tracy N., Provider Office, Franklin, KY*

"Thank you and your staff for being so great through the transition. I wanted to let you know how impressed I am with how your entire staff has handled this transfer. You have a great group of people." - *Samantha K., Client Service Executive, Indianapolis, IN*

"I appreciate Felicia's courteousness, respect, help, and obligation to her job. You're very lucky to have such a worker." - *Tim M., Employee, Drakesboro, KY*

"NAA has been absolutely wonderful to work with and the transition has gone very well. My client is not used to this kind of attention from a TPA." - *Kim T., Consultant, Covington, KY*

The testimonials above are actual comments from NAA clients. The names were changed to protect confidentiality and privacy in compliance with HIPAA.