

# abs tpa Today

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## ABS Department Spotlight: Client Services

*"Customer service is not a department,  
it's everyone's job."*

*Anonymous*

While a guiding philosophy at ABS is that every employee in every endeavor keeps client needs at the center of their focus, a team of individuals assumes the responsibility of directly interacting with our members and groups to ensure their satisfaction—the ABS Client Services Team.

In the September 2013 TPA Today, which detailed several organizational changes within ABS including the creation of the Client Services Division in July 2013, Vice President Client Services Joanne Sciuto reported that the new division would allow ABS to provide increasingly sophisticated consultation to clients in today's highly regulated industry.

"The changing industry landscape demands creative problem solving from my team, in addition to staying abreast of industry developments in order to prospectively address client needs," Sciuto remarked. "Our clients are comfortable contacting my staff for resolution of issues, and our groups benefit from the years of knowledge and experience we collectively possess. Client services perpetuates the original mission of this company—to provide superior service unmatched in our business."

Prior to the inception of the division, assisting with client needs was combined with additional responsibilities assumed by designated staff; now as the sole focus of client services, additional resources are available for ongoing client outreach, on site meetings, group reporting, data analysis, and group-specific tasks and requests.

ABS Vice President of Sales and Underwriting Mike McCollom said that the designation of client services to a dedicated team immediately impacted both internal and external audiences.

"Our responsiveness to customers and our commitment to resolving issues through personal contact are valuable competitive advantages in our ever-changing industry—and one in which most of our competitors are becoming largely automated and impersonal in their approach," McCollom stated. "In some way, either directly or indirectly, our Client Services Division touches our groups every day, and our higher-than-industry-average business retention rates stand as testimony to the effectiveness of this team."

Although this department is the newest within our company, the team is comprised of individuals with long histories in the company and also in the industry—collectively possessing more

than 60 years of relevant experience. And while their daily agendas vary greatly, their knowledge and experience is invaluable in the achievement of the one constant: happy, satisfied members and groups.

The Client Services Division is currently comprised of five individuals; one additional staff person is to be added this year. Profiles of the client services team members:

**Joanne Sciuto, Vice President Client Services**, has been engaged in the TPA business for 35 years, and has experience managing every function of the business from claims processing to operations. She joined ABS as Director of Operations in 2002;

Joanne's daughter Andrea follows in her footsteps, and Joanne remarked that she is pleased Andrea is working in such a challenging and rewarding field.

**Monica Davis, Client Services Manager**, joined ABS as Client Services Manager in 2011 after having worked at American Community the prior twenty years, starting out as a claims examiner and ultimately filling the role of Claims Director at the time of her departure.

**Deb Fielder, Senior Account Manager**, originally joined ABS in 1990 and worked her way

through company ranks until finding a natural fit in account management early in her career. In 2003, a relocation took her elsewhere in the industry for ten years; she returned to the metro Detroit area and re-joined ABS last year, reuniting with many of the same staff she worked with previously.

**Lisa Duncan, Senior Account Manager**, joined ABS in 2005, and has experience selling for the company prior to assuming a role in account management. Although her focus in the Client Services Division is centered on insured groups, she also has extensive experience with self-funded business.

**Andrea Sciuto, Account Manager**, began working for ABS as a college intern in 2008, performing work in accounting, provider maintenance and as an account management apprentice; after graduation, she was elevated to her present full-time role in 2011.

*Applications are being accepted for the open Client Services Account Manager position; interested candidates should send a resume and cover letter detailing relevant experience to Joanne Sciuto at [jsciuto@abs-tpa.com](mailto:jsciuto@abs-tpa.com).*



ABS Client Services Division staff, pictured from left: Andrea Sciuto, Lisa Duncan, Joanne Sciuto, Monica Davis, and Deb Fielder.

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