

PRODUCTIVITY • ACCURACY • CONVENIENCE • VERSATILITY

These are some of the traits that define a solid and trusted business partner. At FirstSolutions, this is what you get...

... *for starters.*

Experience

With an average of seven years on the job, our business processing employees have formed into a cohesive team, which translates to incredibly high levels of efficiency and productivity. The results mean lower costs for our customers, allowing them to focus their resources on their core business objectives.

Our results speak for themselves:

- One of the highest performing claims processing and adjudication units for Blue Cross Blue Shield of MN.
- Processing efficiency rates:
 - Productivity: over 110%
 - Accuracy: 98%
- Less than 5% turnover: our dedicated workforce has the experience to work quickly and efficiently, and creatively resolve issues that may arise.
- Intimate knowledge of Medicare, Medicaid and commercial claims processes: the labyrinth of public and private health insurance, including specific medical terminology, presents no problems for our staff.
- We adjust quickly to new programs, processes, and technology: in a business built on speed and adaptability, “Maximum Efficiency” is the mantra.

Skill

Experience without skill is like a blunt blade – it takes more work to achieve the same results. The addition of specific and important skills allows our business process experts to effectively perform an expansive variety of tasks and processes.

- Investigative, critical thinking, and research skills: our seasoned process experts have the ability to recognize and resolve potential issues before they pose a problem.
- Ongoing phone and email service training: top-flight customer service is one of the hallmarks of a successful organization.
- Alpha-numeric and 10-key certified: cross-training basic skills provides agility during transitions and busy periods, and ensures ongoing service for our customers.

Partnerships

The diverse blend of skills and experience possessed by our staff can seamlessly integrate into a wide variety of industries and business applications.

Location

409 17th Avenue
Two Harbors, MN 55616

Building

- 10,000 square feet of office space
- Updated high-speed lines
- Dedicated servers
- Mainframe computers
- Fully equipped with hardware for normal business operations
- ADA compliant

Community Profile

- Two Harbors (pop. 3,600)
- 25 miles northeast of Duluth
- County seat of Lake County
- Median family income in Two Harbors: \$47,000
- Median age in Two Harbors: 41
- Surrounding cities and townships include Knife River, Beaver Bay, Silver Bay, and Finland.
- Hub of many activities, fairs, festivals, etc. along the north shore of Lake Superior including the start of Grandma’s Marathon and the John Beargrease Sled Dog Marathon.

Financial Impact

- FirstSolutions is one of the largest employers in Lake County.
- \$3 million economic impact.