

**GLOUCESTER, SALEM, CUMBERLAND COUNTIES
MUNICIPAL JOINT INSURANCE FUND**

**Deptford Community Center
1219 Delsea Drive, Westville, NJ**

November 22, 2021 – 3:30 PM

EXECUTIVE CLAIMS MEETING MINUTES

The Executive Claims Committee Meeting of the Gloucester, Salem, and Cumberland Counties Municipal Joint Insurance Fund (TRICO JIF) was held at the Deptford Community Center, 1219 Delsea Drive, Westville, NJ on November 22, 2021 at 3:30 PM, prevailing time. Michael Razze, Borough of Pitman, presiding.

STATEMENT OF COMPLIANCE WITH THE OPEN PUBLIC MEETING ACT

Notice of this meeting was given by: (1) sending sufficient notice herewith to *South Jersey News*, of Mullica Hill and the *Courier Post*, Cherry Hill, NJ; (2) filing advance written notice of this meeting with the Clerks/Administrators of all member municipalities of the TRICO Municipal Joint Insurance Fund, and (3) posting notice on the public bulletin boards of all member municipalities of the TRICO Municipal Joint Insurance Fund.

Those in attendance were:

Mike Razze, *Fund Chair, Pitman Borough*
Karen Sweeney, *Fund Secretary, Wenonah Borough*
Bob Diaz, *South Harrison Township*
Sue Miller, *Clayton Borough*
Kevin Clour, *Lower Alloways Creek*
Mark Gravinese, *Harrison Township*

Also present were:

Paul Miola, CPCU, ARM, Deputy Executive Director, *RPA – A Division of Gallagher*
Kris Kristie, Sr. Account Rep, *RPA – A Division of Gallagher*
Kamini Patel, MBA, CIC, CPCU, *Program Administrator, RPA – A Division of Gallagher*
David DeWeese, *The DeWeese Law Firm, P.C.*
Keith Hummel, Safety Director, *J.A. Montgomery*
Rob Garish, Senior Risk Control Consultant, *J.A. Montgomery*
Chris Roselli, Account Manager, *Qual-Lynx*
Steve McNamara, Assistant Vice president, Client Services, *Qual-Care*
Debby Schiffer, Wellness Director, *Targeting Wellness*

Those unable to attend:

Carl Bagby, *Borough of Swedesboro*
Paul A. Forlenza, MGA, Executive Director, *RPA – A Division of Gallagher*

CLOSED SESSION PORTION OF MEETING

Chair Razze entertained a motion to move to Executive Session to review the *Payment Authorization Requests* that will be voted on in Open Session during the Executive Committee Meeting being held on November 22, 2021 at 5:00 PM.

Motion by Ms. Sweeney seconded by Ms. Miller, to move to Executive Closed Session. All in favor. Motion carried

REOPEN PUBLIC PORTION OF THE MEETING

Chair Razze entertained a motion to reopen the public portion of the meeting.

Motion by Ms. Sweeney, seconded by Ms. Miller to reopen the public portion of the meeting. All in favor. Motion carried.

RECOMMENDATION OF APPROVAL OF CLAIMS PAYMENTS

The Executive Claims Committee recommends approval of the PARs at the Executive Committee Meeting as presented in their entirety during the Closed Session portion of the *Executive Claims Meeting*.

The Committee reviewed nineteen (19) claims. Of the claims reviewed, there were fifteen (15) Workers' Compensation, two (2) General Liability, and two (2) Property PARs recommended for approval of settlement or continuing defense.

There were three (3) claims reviewed this month that had previously been approved by Vineland:

2019161117
2020180018
2022243419

There were four (4) claims reviewed for abandonment of subrogation attempt:

2020204004
2020197292
2021210200
2020198233

Chair Razze asked if there were any questions at this time. No questions were entertained.

SOLICITOR'S REPORT FOR OPEN SESSION:

Closed Cases

Mr. DeWeese noted that there was no (0) case(s) closed since the last meeting in October

Mr. DeWeese noted that Court Preceding's involving litigated matters have recently been entered into an *Order* by the Supreme Court, noting there is currently no clear guidance yet on the resumption of in-person Civil Trials. The *Order* states that settlement conferences may be in person, but case management conferences and motion arguments will remain virtual, unless there are special circumstances. Further instructions will be coming from the Supreme Court regarding civil arbitrations which currently are all virtual, as they have been for the last 19 months, jury selections, and what Civil Trials may be scheduled in person going forward.

Defense Panel RFQ Scoring

Mr. DeWeese stated out of eight (8) members of this Committee, three (3) responses/score sheets were received. Mr. DeWeese has compiled the Scoresheets, and he will be providing the Committee with correspondence showing the scoresheet totals, along with his recommendations, based upon the scoresheets, as to the makeup of the 2022 Defense Panel.

Mr. DeWeese asked if there were any questions. No questions were entertained.

EXECUTIVE DIRECTOR's MONITORING REPORTS

Supervisory Investigation Reports

Mr. Miola stated that after noticing on the PARs that Accident Investigation Reports are not being completed by all towns, he requested a report from Qual-Lynx, which is now received on a monthly basis, depicting those claims where a *Supervisors Incident Report* was not received when the claim was reported. Mr. Miola believes that these reports are a valuable tool when investigating accidents. He noted he has requested this report be included in the monthly Claims Committee agenda to hopefully raise awareness of the need to complete these reports. Mr. Miola stated that his office sends this report to J.A. Montgomery, who in turn uses it as a coaching tool when they visit with the member town to discuss the importance of completing the Accident Investigation Report.

Miscellaneous/NOC Claims

Mr. Miola noted that the Adjustors have had limited options when categorizing the department where a claim occurred, and after working with Mr. Roselli, approximately 10 new departmental choices were added to their system allowing for better coding of the departments where claims are occurring. Mr. Miola referenced a report in the agenda depicting the total number of claims from 2018 to 2021, by line of coverage, categorized as NOC (Not Otherwise Classified). He stated that the % of liability claims with the NOC classification has dropped to almost 0% since the implementation of this report and with the hard work of Qual-Lynx. Mr. Miola stated that he is pleased with the reports presented and noted that these reports will be included in the Claims Committee Meeting agenda quarterly starting in January.

Repair Shop Program

Mr. Miola noted there are no new updates at this time.

OPRA POLICY

Mr. Miola stated Mr. Forlenza, Mr. DeWeese, and himself, along with the folks at Qual-Lynx have been working on an updated OPRA Policy as discussed at prior meetings. The revised policy will be presented at the Executive Committee meeting later this evening for adoption.

QUAL-LYNX REPORT

Adjuster File Counts

Mr. Roselli reported that at the end of October, Tammy Langsdorf's Workers' Compensation Unit had 721 lost time files (including 66 lost time COVID-19 files). This is an average of 144 lost time files per adjuster (based upon 5 adjusters). The total count of files in this unit is 1,178 which includes both lost time and medical only files. This is a decrease of 29 files from the end of September. The total number of COVID-19 claims in the unit including both lost time and medical only files is 202 which is up from 134 the previous month. Also, Tammy has a temp (Bryana Suggs) that started at the end of July. Bryana Suggs currently has 142 medical only files and Kate Wozniak is the permanent replacement for Aubrey Myers who left at the end of July. Tammy is slowly building her pending and she has 94 files at month end.

In Sue Mooney's Liability Unit, the liability adjusters' total file count is currently at 955 files. This is an increase of 13 files from the end of September. Kristin Kiel's last day was 10/1/21 and Sue has an adjuster on leave at this time.

Joe Lisciandri's Property Unit has a total file count at 1,411. The unit's overall pending decreased by 99 files since the end of September. Hiring of a 4th adjuster has been approved for Joe's unit and a MEL Property Adjuster started on 10/4/21 and files have begun to be moved into the MEL Adjuster's name.

In regards to staffing, there is a plan in place to remedy the staffing situation in the liability unit and regular updates are provided to RPA about progress in this regard. Recently, Qual Lynx hired an Adjuster who will be starting December 13th. In addition, Qual Lynx has been given the "green light" by their legal department to hire another Adjuster who he hopes will start around the same time frame.

Mr. Roselli noted he will continue to monitor the staff pending's and any staffing issues and keep the Fund apprised of any circumstances that may affect these numbers.

Mr. Roselli asked if there were any questions at this time. No questions were entertained.

MANAGED CARE REPORT

Due to time, the Managed Care reports have been tabled until the Executive Committee Meeting tonight at 5:00 pm.

Managed Care RFP

Mr. Miola stated a total of three (3) responses were received in response to the Managed Care RFP. A Committee has been created to review the responses and will be meeting in the next few weeks to make a cohesive recommendation to the Fund at the December meeting.

QUAL-LYNX STAFFING CONCERNS

Mr. Miola reminded the Committee of the ongoing concerns he and Mr. Forlenza have had over the last few years with the Adjustor turnover at Qual-Lynx, especially in the Liability Unit, noting Mr. Roselli's report on this issue earlier today. There has also been concern with regard to the Adjuster file counts and Qual Lynx's ability to manage them effectively.

Mr. Miola stated that currently there is only one (1) Adjuster in the Liability Unit where there should be three (3). As a result, the Unit Manager and Supervisor are severely overworked and the Adjuster is handling over 500 files on his own. He referenced the Qual-Lynx report in the agenda packet, noting the numbers were misleading.

Mr. Miola reported he and Mr. Forlenza are working very hard with Ms. Lihou and they are currently trying to set up a meeting with Qual-Lynx and the new owners (Coventry) as this is the 3rd time in 5 years Qual Lynx has been sold. He wants to be sure of Coventry's commitment to continuing their Adjuster services. He noted he will continue to update this committee on this matter.

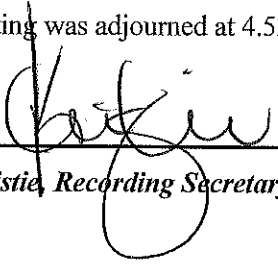
NEXT MEETING

The next Executive Claims Meeting will be held on **Monday, December 20, 2021 at 3:30 PM.** Chair Razze asked if everyone was comfortable meeting in December again at the Deptford Community Hall. Everyone seems to be comfortable as there was plenty of room to spread out. Mr. Razze noted should anything change with COVID restrictions prior to then, he will reach out to the Executive Director's office and discuss other options.

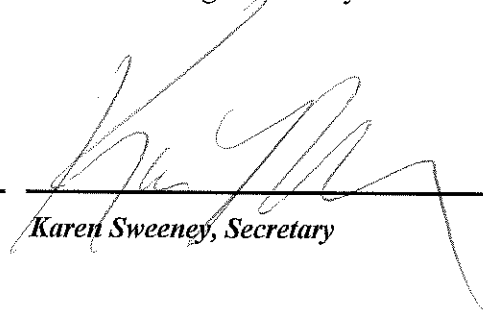
MOTION TO ADJOURN

Mr. Razze asked for a motion adjourning the Executive Claims meeting. Motion by Ms. Sweeney, seconded by Mr. Miller to adjourn the meeting.

The meeting was adjourned at 4.52 PM.



Kris Kristia, Recording Secretary for



Karen Sweeney, Secretary