

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

Via Zoom Conferencing

JANUARY 24, 2022 – 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 via Zoom Conferencing on January 24, 2022 at 3:30 PM, prevailing time. Mike 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*

Also present were:

Paul A. Forlenza, MGA, Executive Director, *RPA – A Division of Gallagher*
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, Fund Solicitor, *The DeWeese Law Firm, P.C.*
Keith Hummel, Safety Director, *J.A. Montgomery*
Rob Garish, Senior Risk Control Consultant, *J.A. Montgomery*
Joe Lisandri, Property Unit Supervisor, *Qual-Lynx*
Tammy Langsdorf, Workers Compensation Supervisor, *Qual-Lynx*
Robin Seltzer, General Liability Adjuster, *Qual-Lynx*
Karen Beatty, Account Manager, *Qual-Care*
Debby Schiffer, Wellness Director, *Targeting Wellness*
Chris Winter, *Law Enforcement Risk Management Consultant*

Those unable to attend:

Mark Gravinese, *Harrison Township*
Kevin Clour, *Lower Alloways Creek*
Chris Roselli, Account Manager, *Qual-Lynx*

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 January 24, 2022 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 Mr. Diaz, 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 eleven (11) claims. Of the claims reviewed, there were five (5) Workers' Compensation, three (3) General Liability, two (2) Auto, and one (1) Property PARs recommended for approval of settlement or continuing defense.

There were no (0) claims reviewed this month that had previously been approved by Vineland:

There were no (0) claims reviewed for abandonment of subrogation attempt since the last meeting:

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 were two (2) case(s) closed since the last meeting in December.

Buzby v. City of Vineland
Johnson v. City of Vineland

EXECUTIVE DIRECTOR'S MONITORING REPORTS

Supervisory Investigation Reports TRICO

Mr. Miola reminded the Committee 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 will be included quarterly in the Claims Agenda, depicting those towns that are/not completing a Supervisors Incident Report when reporting claims. He believes that these reports are a valuable tool when investigating accidents and stated that he 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. Mr. Miola asked Mr. Garish if he is finding these reports helpful when he goes out, and what the reasons they are not getting completed in some cases. Mr. Garish reported it is usually just an oversight by the member.

Mr. Miola referenced the current report included in the agenda packet and stated there was only one incident where the report was not filled out which is a very good result.

NOC Department Listing Report TRICO

Mr. Miola noted that the Adjustors have been doing a great job identifying the claims on the attached NOC (Not Otherwise Classified) Report. When comparing the reports for liability claims, the % of claims with the NOC classification has dropped significantly, and this helps the Loss Control team do a better job of risk analysis.

Repair Shop Program

Mr. Miola stated this program seems to be running smoothly and noted there are no new updates at this time.

QUAL-LYNX REPORT

Adjuster File Counts

Mr. Roselli reported that at the end of December, Tammy Langsdorf's Workers' Compensation Unit had 851 lost time files (including 140 lost time COVID-19 files). This is an average of 170 lost time files per adjuster (based upon 5 adjusters). The total count of files in this unit is 1,249 which includes both lost time and medical only files. This is an increase of 123 files from the end of November. The total number of COVID-19 claims in the unit including both lost time and medical only files is 208 which is up from 101 the previous month. Ms. Langsdorf is slowly building Kate Wozniak's pending. She has 145 files at the end of December.

In Sue Mooney's Liability Unit, the liability adjusters' total file count is currently at 704 files. This is a decrease of 97 files from the end of November. It was noted that Qual Lynx has moved the final non-RPA account from this unit as of the end of December. This unit is now fully dedicated to ACM, BURLCO and TRICO JIF claims. Mr. Roselli reported an Adjuster had been hired in mid-December to fill a vacated spot; however, this person was relieved of their duties at the end of December due to attendance issues. Qual Lynx is actively attempting to fill two (2) open positions in this unit.

Joe Lisciandri's Property Unit has a total file count at 1,482. The unit's overall pending increased by 8 files since the end of November. Tonya Johnson began her employment with Qual Lynx on 12/13/21 and Mr. Lisciandri has begun to slowly build her caseload.

Mr. Roselli will continue to monitor the staff pendings and any staffing issues and everyone apprised of any circumstances that may affect these numbers. Mr. Miola stated he is hopeful they will fill the 2 Adjuster positons in the Liability Unit quickly.

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

MANAGED CARE REPORT

Lost Time v. Medical Only Cases

Ms. Beatty presented the TRICO JIF *Lost Time v. Medical Only Cases (Intake Report)*.

	<i>December</i>	<i>YTD</i>
<i>Lost Time</i>	<i>9</i>	<i>117</i>

<i>Medical Only</i>	25	250
<i>Report Only</i>	19	212
<i># of New Claims Reported</i>	53	587
<i>Average Days to Report</i>	8.4	4.7

Ms. Beatty presented another report which broke out and depicted the number of Indemnity, Medical only, and Report only Claims for both COVID related and Non COVID related claims for the month of December 2021 and Year to Date 2021.

December 2021 COVID Related Average Days to Report: 3.3

December 2021 Non COVID Related Average Days to Report: 9.0

Transitional Duty Report

Ms. Beatty presented the Transitional Duty Report.

Transitional Duty Summary Report	YTD
<i>Transitional Duty Days Available</i>	5,277
<i>Transitional Duty Days Worked</i>	3,247
<i>% of Transitional Duty Days Worked</i>	62%
<i>Transitional Duty Days Not Accommodated</i>	2,030
<i>% of Transitional Duty Days Not Accommodated</i>	38%
<i>\$ Saved by Accommodating</i>	\$278,724
<i>\$ Lost by NOT Accommodating</i>	\$220,386

Ms. Beatty also provided a listing of sample Transitional Assignments to be used as a guide when bringing back employees for Transitional Duty by Job Title, Injury and Assignment. This can be a helpful tool for member towns.

PPO Penetration Report:

Ms. Beatty presented the PPO Penetration Report

PPO Penetration Rate	December
<i>Bill Count</i>	354
<i>Original Provider Charges</i>	\$244,851
<i>Re-priced Bill Amount</i>	\$107,472
<i>Savings</i>	\$137,379
<i>% of Savings</i>	56%
<i>PPO Penetration Rate Bill Count Percentage</i>	80%
<i>PPO Penetration Rate Provider Charge Percentage</i>	90%
<i>EPO Penetration Rate Bill Count Percentage</i>	75%
<i>EPO Penetration Rate Provider Charge Percentage</i>	73%

Prescription Benefit Program:

This report depicts by month the savings incurred by utilizing the Prescription Benefit Program. This report is broken down by Script Count, Billed Amount, U&C Amount, Generic Utilization %, Cost per patient, Cost per Script, Opioid Cost %, and Opioid Script %. The Year to Date savings total from January 1, 2021 to December 31, 2021 utilizing this program is \$14,835 based on 244 prescriptions filled. For details, please see referenced report in monthly agenda packet.

Representatives from Qual Lynx & Qual Care were asked to leave the meeting at this time

Managed Care RFP

Mr. Forlenza stated that his office is working with the Managed Care Evaluation Committee to complete the due diligence review of the responses to the Managed Care RFP received from QualCare and MedLogix.

He noted that the current process includes a network comparison of the top medical providers for each JIF as well as a bill repricing exercise. He noted that his office randomly chose approximately 350 invoices that were paid by the JIFs since 2015 and provided the invoices to both QualCare and MedLogix requesting that each company reprice the invoices through their networks. The results of the repricing exercise were due by the COB, Friday, January 14, 2022. Once the results of the repricing exercise are reviewed, the Evaluation Committee will meet to make final recommendations to each JIF for managed care services effective March 1, 2022.

QUAL-LYNX STAFFING CONCERNS

Mr. Forlenza reminded the Committee about the ongoing discussions with Qual-Lynx in regards to his office's concerns with adjuster staffing and claims counts. He stated it is good to see that Qual Lynx is attempting to hire additional adjusters. He noted that the Committee will start to see new reports quarterly, such as the NOC Report and the Accident Investigation Report to provide a better indication of the area's we are closely monitoring.

Mr. Forlenza then reminded the Committee that Qual-Lynx has been purchased by a company named Coventry, effective January 1, 2022. Mr. Forlenza noted that his office as well as some of the other Executive Director's around the State have some concerns as Coventry is primarily a managed care company. He noted that Coventry does not own any other adjusting firms. As a result, he requested a meeting with Coventry to discuss his concerns in detail. This meeting took place in mid-December and included the new owners, as well as other Executive Directors from around the State that utilize Coventry. A good discussion was had in regards to Coventry's approach and Mr. Forlenza believes that Coventry understands the concerns of the Executive Directors. Though Coventry did not commit to anything in particular, they have committed to providing those at the meeting with a timeline, after the first of the year, describing what they will be doing with the Qual-Lynx operation. Mr. Forlenza noted he will be following up with Coventry if he does not hear from them by the first week of February. He also reiterated it was made very clear that the Executive Directors have the highest respect for Qual-Lynx and their Adjusters

and want to be sure they are continued to be provided with all of the resources they need for their operation. Mr. Forlenza noted this Committee will continue to be kept updated.

NEXT MEETING

The next Executive Claims Meeting will be held on **Monday, February 28, 2022 at 3:30 PM** via Zoom.

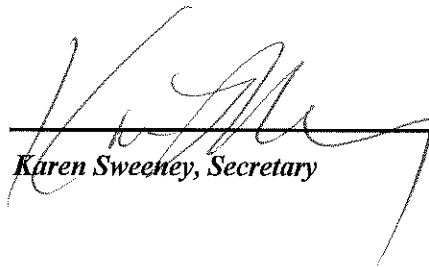
MOTION TO ADJOURN

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

The meeting was adjourned at 4.33 PM.



Kris Kristie, Recording Secretary for



Karen Sweeney, Secretary