

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

October 23, 2023 – 3:30 PM

Via Zoom Conferencing
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 Gloucester County Library, Mullica Hill on October 23, 2023 at 3:30 PM, prevailing time. Karen Sweeney, Chair, Wenonah Township, 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:

Karen Sweeney, *Chair, Wenonah Borough*
Bob Diaz, *Secretary, South Harrison Township*
Doug Hogate, *Elsinboro Township*
Marjorie Sperry, *Quinton Township*
Jeff Celebre, *City of Vineland*
Colette Bachich, *Washington Township*

Also present were:

Paul A. Forlenza, MGA, Executive Director, *RPA – A Division of Gallagher*
Kamini Patel, MBA, CIC, CPCU, AIDA®, Program Director, *RPA – A Division of Gallagher*
Kris Kristie, Sr. Account Rep, *RPA – A Division of Gallagher*
Karla Allamby, Account Rep, *RPA – A Division of Gallagher*
David DeWeese, *The DeWeese Law Firm, P.C.*
Rob Garish, Asst. Director of Public Sector, *J.A. Montgomery*
Chris Roselli, Account Manager, *Qual-Lynx*
Dominic Spaventa, Liability Supervisor, *Qual-Lynx*
Chris Winter, CPM, Law Enforcement Risk Management Consultant
Debby Schiffer, Wellness Director, *Targeting Wellness*

Those unable to attend:

Mark Gravinese, *Harrison Township*
Karen Beatty, Client Services Manager, *Qual-Care*

EXECUTIVE SESSION PORTION OF MEETING

Ms. Sweeney 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 October 23, 2023 at 5:00 PM.

Motion by Ms. Sperry, seconded by Mr. Hogate to move to Executive Closed Session. All in favor.
Motion carried

REOPEN PUBLIC PORTION OF THE MEETING

Ms. Sweeney entertained a motion to reopen the public portion of the meeting.

Motion by Ms. Sperry, seconded by Mr. Hogate to reopen the public portion of the meeting. All in favor.
Motion carried.

EXECUTIVE DIRECTOR'S MONITORING REPORTS;

Supervisor Investigation Report: Ms. Patel referenced the report included in the agenda noting all seven (7) incidents reported had a Supervisor's Investigation Reports completed. Vineland had Supervisor's Investigation Reports completed on all three (3) of their incidents. Ms. Patel noted this was excellent.

Ms. Patel stated that the report is sent to J.A. Montgomery, who in turn uses it as a coaching tool when they visit with the member town. Ms. Patel reiterated the importance of completing the Accident Investigation Reports, but has noticed these reports seem to be completed more each month, which is great to report to this committee.

Ms. Patel asked if there were any questions. No questions were entertained.

QUAL-LYNX REPORT;

Mr. Roselli referenced his OPEN/CLOSED Analysis reports included in the agenda. He explained that these reports are basically two separate depictions of each Unit's (WC, Property, and Liability) Claims Counts per Adjuster. Mr. Roselli reviewed the report in detail with the Committee. In addition, Mr. Roselli noted at this time Qual-Lynx is not fully staffed.

In the Workers Compensation unit, Ms. Langsdoerf hired a Medical Adjuster, and she started on October 2nd.

In the Liability Unit, one Adjuster was hired in August, making this unit fully staffed, however, the unit continues to take advantage of Ms. Sultzer's part-time services.

In the Property Unit, Ms. Johnson is fully dedicated to only handling ACM/BURLCO/TRICO Claims. A temp was also hired to begin assisting Ms. Johnson with subrogation files.

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

QUAL-LYNX STAFFING CONCERNS

Mr. Forlenza indicated that Mr. Roselli's staffing update provided earlier in the meeting is an accurate depiction of the current staffing situation at Qual-Lynx. He mentioned that his office still has concerns regarding the turn-over at Qual-Lynx, as well as the file count per Adjuster, but is happy to hear Qual-Lynx has hired a temporary staffer to assist in the Units were needed, and is hopeful the turnover with Adjusters will be ending. Mr. Forlenza stated the Executive Director's office will be closely monitoring this situation going forward and will be meeting with Qual-Lynx in the near future to discuss the ongoing concerns.

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

CLAIMS AUDIT

Mr. Forlenza stated that his office received the final Claims Audit reports from North Shore Risk Consulting and they were reviewed with the Claims Review Committee Chairs from ACM, BURLCO, TRICO JIFs. Following the meeting, they authorized the Executive Director's office to share the Claims Audit Report with Qual-Lynx and requested a written response from Qual-Lynx to the recommendations and suggestions with a deadline of October 13, 2023. Mr. Forlenza advised the Committee that the Chairs also requested a timeline be provided for implementing those recommended changes. Mr. Forlenza advised the Committee that a request was received from Qual-Lynx seeking an extension on the October 13, 2023 deadline. He indicated the deadline is now extended to October 31, 2023.

Mr. Forlenza mentioned that once a response from Qual-Lynx is received, a meeting will be scheduled to review the response with the Claims Review Committee Chairs of ACM, BURLCO and TRICO JIFs. Subsequently, the Claims Audit and Qual-Lynx's response will be reviewed with each respective Claims Review Committee.

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

CLAIMS WEBINAR

Mr. Forlenza informed the committee that he requested Mr. Roselli to organize a webinar which will serve as a refresher on how to report claims due to the significant turnover in claims coordinators and the increase in reporting times. Mr. Forlenza mentioned Mr. Roselli submitted a preliminary presentation yesterday, which he and Ms. Patel will review shortly. The objective is to ensure that claims coordinators are well informed about their roles and responsibilities, and to address any questions.

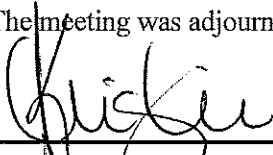
NEXT MEETING

The next Executive Claims Meeting will be held on **Monday, November 27, 2023 at 3:30 PM** via Zoom Conferencing.

MOTION TO ADJOURN

Ms. Sweeney asked for a motion adjourning the Executive Claims meeting. Motion by Ms. Sperry seconded by Mr. Hogate to adjourn the meeting.

The meeting was adjourned at 4:10 PM.



Kris Kristie, Recording Secretary for



Robert Diaz, Secretary