

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

November 25, 2024 – 3:30 PM

Via Microsoft Teams

EXECUTIVE CLAIMS MEETING MINUTES

The Executive Claims Committee Meeting of the Gloucester, Salem, and Cumberland Counties Municipal Joint Insurance Fund (TRICO JIF) was held on November 25, 2024 at 3:30 PM, prevailing time, via Microsoft Teams. Karen Sweeney, Fund Chair, Wenonah Borough, 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, *Fund Secretary*, **South Harrison Township**
Ken Brown, **Carneys Point**
Doug Hogate, **Elsinboro Township**
Marjorie Sperry, **Quinton Township**
Jeff Celebre, **City of Vineland**
Colette Bachich, **Washington Township**

Also present were:

Paul A. Forlenza, MGA, RMC Executive Director, *RPA – A Division of Gallagher*
Kamini Patel, MBA, RMC, CIC, CPCU, AIDA®, RMC Deputy Executive Director, *RPA – A Division of Gallagher*
Kris Kristie, Senior Account Manager, *RPA – A Division of Gallagher*
David DeWeese, *The DeWeese Law Firm, P.C.*
Chris Roselli, Account Manager, *Qual-Lynx*
Dominic Spaventa, Liability Supervisor, *Qual-Lynx*
Rob Garish, Assistant Director of Public Works, *J.A. Montgomery*
Christine Gallagher, Client Service Manager, *Qual-Care*
Debby Schiffer, Wellness Director, *Targeting Wellness*
Chris Winter, CPM, Law Enforcement Risk Management Consultant

Those unable to attend:

EXECUTIVE SESSION PORTION OF MEETING

Chair 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 November 25, 2024 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

Chair 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.

SOLICITOR REPORT

Nothing for Open.

QUAL-LYNX REPORT

Mr. Roselli referenced his OPEN/CLOSED Analysis reports included in the agenda packet. He explained that these reports are two separate depictions of each Unit's (WC, Property, and Liability) Claims Counts per Adjuster and the contractual file count obligations are reflected on the report. He noted some of the file counts per Adjuster are a bit higher than the contractual requirements, although the higher counts are truly manageable by an Adjuster. He noted that they are working to get the file counts down per Adjuster. In addition, Mr. Roselli reminded the committee that Brian Foster had been hired as Manager of the Property Unit and began on September 3, 2024 and so far they are very pleased with him, and Ms. Johnson, with the assistance of Ms. Oliva, are handling claims solely on behalf of the ACM/BURLCO/TRICO JIFs.

Mr. Roselli added that the Workers Compensation Unit is fully staffed, however, after discussions earlier; this month with the Executive Director's office, they may be looking to add an additional Medical Only Adjuster, and possibly an Adjuster to solely handle subrogation claims.

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

EXECUTIVE DIRECTOR'S MONITORING REPORTS

A. Supervisor Investigation Report

Ms. Patel referenced the current reports included in the agenda noting that Supervisor's Investigation Reports were completed on all but one (1) out of the fourteen (14) total incidents reported in September, and all but one (1) of the nine (9) total incidents for Vineland, which is very good. 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 for all incidents.

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

CLAIMS AUDIT FOLLOW-UP

Mr. Forlenza mentioned that he, Mr. Hoffman, and Ms. Patel met with Qual-Lynx on November 11th to discuss follow-up items from the Claims Audit third-quarter report, which can be found on pages 10-23 of the agenda packet. As the chair of this committee, Ms. Sweeney receives a copy of the report directly from Qual-Lynx.

Mr. Forlenza stated they reviewed several follow-up responses from Qual Lynx and decided it makes sense to eliminate some items from future quarterly reports since the issues have been addressed, whether through changes implemented in the night audit process or the finalization of a report. He noted that going forward, the quarterly updates should be more concise.

Mr. Forlenza noted there are several items he wants to continue seeing on a quarterly basis, such as ongoing adjuster education, etc.. Also, Mr. Forlenza stated that one persistent issue is the adjuster file counts. Mr. Roselli stated earlier that Qual-Lynx has contractual requirements to meet monthly regarding adjuster file counts, specifically for lost time adjusters and the property unit. In speaking with Ms. Lihou on November 11th, she committed to having a plan in place by the end of this year to address this issue going forward.

Therefore, when we receive the fourth-quarter report in January of next year, we should also have a game plan for addressing the adjuster file counts.

Lastly, Mr. Forlenza wanted to follow up on the results of the survey that Mr. DeWeese distributed in August which were reviewed by the Strategic Planning Committee earlier this month. Based upon the survey results, the Strategic Planning Committee has suggested changes to the Executive Committee meeting format and content for next year. This is a chance for us to reassess and improve our meetings.

Mr. Forlenza explained currently, we have a 3:30 PM Claims Committee meeting followed by a 5:00 PM Executive Committee meeting. This format has been in place for several years because the Claims Committee is made up of Executive Committee members who ultimately vote to approve claims payments. However, this setup limits the involvement of other Fund Commissioners who are not on the Executive Committee. Mr. Forlenza explained that having the back-to-back meetings results in members of the Executive Committee committing approximately 2.5 hours of their time to the JIF on the fourth Monday of the month.

Mr. Forlenza then explained that in the other two JIFs with which he works, ACM and BURLCO, a Claims Review Committee meeting is held about a week before the Executive Committee meeting. This Committee includes both Executive Committee members, Fund Commissioners, and Risk Managers. The meeting is held at 9:00 AM, allowing broader participation. Minutes from this meeting are then presented at the next Executive Committee meeting for approval.

Mr. Forlenza explained the TRICO JIF could have a Claims Committee meeting on the third Tuesday or Wednesday of the month prior to the fourth Monday of the month. The Executive Committee could then continue to meet at 3:30 PM or 5:00 PM on the fourth Monday as they do currently, review the Claims Review Committee meeting minutes, approve all necessary items, and wrap up the meeting in 15-20 minutes.

Alternatively, Mr. Forlenza suggested that the Executive Committee could meet at 3:30 PM and review PARs in closed session. Once the Committee returns to open session, they could approve the PARs, attend to their necessary business, and aim to finish their meeting by 5:00 PM.

Mr. Forlenza then asked the Committee to consider these options and advise as to any thoughts and recommendations. Following a brief discussion, Mr. Forlenza noted he will follow up with a formal email to gather everyone's input, but he wanted to start the discussion. The Committee agreed.

NEXT MEETING

The next Executive Claims Meeting will be held on **Monday, December 16, 2024 at 3:30 PM** via Microsoft Teams.

MOTION TO ADJOURN

Chair 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 4:47 PM.



Kris Kristie, Recording Secretary for



Bob Diaz, Secretary