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City of Placerville

Vice President
Ms. Liz Ehrenstrom
City of Oroville

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Mr. Tim Sailsbery
City of Willows

Secretary
Ms. Corey Shaver
City of Nevada City

NCCSIF CLAIMS COMMITTEE MEETING AGENDA

Date: Thursday, March 23, 2017
Time: 11:30 a.m.

Location: Rocklin Event Center - Ballroom
2650 Sunset Blvd.
Rocklin, CA 95677
(916) 625-5200

A – Action
I – Information

1 – Attached
2 – Hand Out
3 – Separate Cover
4 – Verbal
5 – Previously Mailed

MISSION STATEMENT

The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.

A. CALL TO ORDER

B. INTRODUCTIONS

C. APPROVAL OF AGENDA AS POSTED **A 1**

D. PUBLIC COMMENTS

This time is reserved for members of the public to address the Committee on matters pertaining to NCCSIF that are of interest to them.

pg. 3 **E. CLOSED SESSION TO DISCUSS PENDING CLAIMS** **A 2**
(Per Governmental Code Section 54956.95)
*REQUESTING AUTHORITY

Liability

McCoshum, Rogers and Elder vs. City of Yuba City*

Workers Compensation

NCWA-5555840 vs. City of Yuba City*

F. Report From Closed Session **I 4**
The Committee will announce any reportable action taken in closed session



CLOSED SESSION TO DISCUSS PENDING CLAIMS
(Per Governmental Code Section 54956.95)

ACTION ITEM

ISSUE: Pursuant to Government Code Section 54956.95, the Committee will hold a Closed Session to discuss the following claims:

Liability

McCoshum, Rogers and Elder vs. City of Yuba City*

Workers' Compensation

NCWA-5555840 vs. City of Yuba City*

*REQUESTING AUTHORITY

FISCAL IMPACT: Unknown.

RECOMMENDATION: The Program Administrator cannot make a recommendation at this time, as the subject matter is confidential.

BACKGROUND: Confidential.

ATTACHMENT(S): None.



CONSENT CALENDAR

ACTION ITEM

ISSUE: The Claims Committee reviews items on the Consent Calendar, and if any item requires clarification or discussion a Member should ask that it be removed for separate action. The Committee should then consider action to approve the Consent Calendar excluding those items removed. Any items removed from the Consent Calendar will be placed later on the agenda in an order determined by the Chair.

RECOMMENDATION: Adoption of the Consent Calendar after review by the Committee.

FISCAL IMPACT: None.

BACKGROUND: Routine items that generally do not require discussion are regularly placed on the Consent Calendar for approval.

ATTACHMENT(S):

1. Claims Committee Meeting Minutes - September 29, 2016 (Draft)
2. Claims Committee Special Meeting Minutes - October 25, 2016 (Draft)
3. Claims Committee Special Meeting Minutes - December 1, 2016 (Draft)
4. Claims Committee Special Meeting Minutes - February 24, 2017 (Draft)



**MINUTES OF THE
NCCSIF CLAIMS COMMITTEE MEETING
ROCKLIN EVENT CENTER, ROCKLIN, CA
SEPTEMBER 29, 2016**

COMMITTEE MEMBERS PRESENT

Liz Ehrenstrom, City of Oroville (Chair)
Dave Warren, City of Placerville
Natalie Springer, City of Yuba City

EXECUTIVE COMMITTEE MEMBERS PRESENT

Satwant Takhar, City of Marysville
Corey Shaver, City of Nevada City

COMMITTEE MEMBERS ABSENT

Jon Hanken, City of Ione
Michael Daly, City of Jackson
Tim Sailsbery, City of Willows

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services
Raychelle Maranan, Alliant Insurance Services

Dori Zumwalt, York Risk Services
Cameron Dewey, York Risk Services
Ben Burg, York Risk Services

A. CALL TO ORDER

Ms. Liz Ehrenstrom called the meeting to order at 10:02 a.m.

B. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

Motion: Dave Warren **Second:** Satwant Takhar
Ayes: Ehrenstrom, Warren, Springer, Takhar, Shaver

Motion Carried

C. PUBLIC COMMENTS

No public comments were made.

D. CLOSED SESSION

Pursuant to Government Code Section 54956.95, the Committee recessed to closed session at 10:02 a.m. to discuss the following claims:

Liability

Atkinson vs. City of Lincoln

Workers' Compensation

NCWA-556048 vs. City of Yuba City

E. REPORT FROM CLOSED SESSION

The Committee reconvened to open session at 10:09 a.m.

Ms. Liz Ehrenstrom indicated no formal announcement is necessary as direction was given to the Program and Claims Administrators for the claims reference above

F. CONSENT CALENDAR

1. Claims Committee Meeting Minutes - May 19, 2016
2. Claims Committee Special Meeting Minutes - July 20, 2016
3. Claims Committee Special Meeting Minutes - August 11, 2016

A motion was made to approve the items in the Consent Calendar as presented.

Motion: Corey Shaver

Second: Satwant Takhar

Motion Carried

Ayes: Ehrenstrom, Warren, Springer, Takhar, Shaver

G. APPROVAL OF NCCSIF DEFENSE ATTORNEY LIST FOR WORKERS' COMPENSATION

Mr. Marcus Beverly indicated Steven Wang, City Attorney at City of Folsom and Ben Burg from York Risk Services recommended the addition of Isaac Escobedo from Mullen & Filippi, LLP law firm to the NCCSIF Workers' Compensation Counsel Approved List. Additionally, Steven Wang and Ben Burg recommended removal of Kurt Petersen from D'Andre, Peterson, Bobus & Rosenberg law firm from the NCCSIF Workers' Compensation Counsel Approved list.

Mr. Burg provided a brief background of Isaac Escobedo.

A motion was made to approve addition of Isaac Escobedo from Mullen & Filippi, LLP law firm to the Workers' Compensation Counsel Approved List, and recommend to the Executive Committee for final approval.



Motion: Dave Warren

Second: Satwant Takhar

Motion Carried

Ayes: Ehrenstrom, Warren, Springer, Takhar, Shaver

H. DEFENSE EVALUATION SURVEYS

Mr. Marcus Beverly reported there is a provision for performance evaluation of attorneys in the Liability Litigation Management Plan L-5 however, there is no formal process for doing the evaluation. Mr. Beverly reviewed the Attorney Self-Performance Evaluation form and the Claims Professional Defense Evaluation form to the Committee.

After review, the Committee directed the Program Administrators to condense the questions and make the form as simple as possible. It was noted the self-evaluation is a great idea.

I. ROUND TABLE DISCUSSION

None.

J. ADJOURNMENT

This meeting was adjourned at 10:31 a.m.

Respectfully Submitted,

Corey Shaver, Secretary

Date



**MINUTES OF THE
NCCSIF CLAIMS COMMITTEE SPECIAL TELECONFERENCE MEETING
OCTOBER 25, 2016**

MEMBERS PRESENT

Michael Daly, City of Jackson
Liz Ehrenstrom, City of Oroville
Tim Sailsbery, City Willows
Natalie Springer, City of Yuba City

MEMBERS ABSENT

Jon Hanken, City of Ione
Dave Warren, City of Placerville

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services
Raychelle Maranan, Alliant Insurance Services
Cameron Dewey, York Risk Services

A. CALL TO ORDER

Ms. Liz Ehrenstrom called the meeting to order at 1:38 p.m.

B. ROLL CALL

Roll call was made.

C. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

Motion: Michael Daly **Second:** Natalie Springer **Motion Carried**
Ayes: Daly, Ehrenstrom, Springer

D. PUBLIC COMMENTS

No public comments were made.

E. CLOSED SESSION

Pursuant to Government Code Section 54956.95, the Committee recessed to closed session at 1:39 p.m. to discuss the following claims:



Mr. Tim Sailsbery joined the meeting at 1:40 p.m.

Liability

1. Atkinson vs. City of Lincoln
2. Diehl vs. City of Rocklin
3. Huggins vs. City of Rocklin

F. REPORT FROM CLOSED SESSION

The Committee reconvened to open session at 2:13 p.m. Ms. Ehrenstrom reported that the Committee granted settlement authority on the three claims referenced above.

G. CLOSING COMMENTS

None.

H. ADJOURNMENT

This meeting was adjourned at 2:13 p.m.

Respectfully Submitted,

Corey Shaver, Secretary

Date



**MINUTES OF THE
NCCSIF CLAIMS COMMITTEE SPECIAL TELECONFERENCE MEETING
DECEMBER 1, 2016**

MEMBERS PRESENT

Michael Daly, City of Jackson
Liz Ehrenstrom, City of Oroville (Chair)
Dave Warren, City of Placerville
Tim Sailsbery, City Willows

MEMBERS ABSENT

Jon Hanken, City of Ione
Natalie Springer, City of Yuba City

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services	Cameron Dewey, York Risk Services
Raychelle Maranan, Alliant Insurance Services	Ben Burg, York Risk Services
	DeAnne Gillick, City of Rocklin

A. CALL TO ORDER

Ms. Liz Ehrenstrom, Chair, called the meeting to order at 2:02 p.m.

B. ROLL CALL

Roll call was made and the above mentioned members were present constituting a quorum.

C. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

Motion: Dave Warren **Second:** Michael Daly
Ayes: Daly, Ehrenstrom, Warren, Sailsbery

Motion Carried

D. PUBLIC COMMENTS

No public comments were made.

E. CLOSED SESSION

Pursuant to Government Code Section 54956.95, the Committee recessed to closed session at 2:02 p.m. to discuss the following claims:

Mr. Cameron Dewey joined the meeting at 2:03 p.m.

Workers' Compensation

1. NCWA-556526 vs. City of Dixon
2. NCWA-557032 vs. City of Dixon
3. NCWA-556477 vs. City of Elk Grove

Liability

1. Suh vs. City of Folsom
2. Monseth vs. City of Galt
3. Contos vs. City of Rocklin

Ms. DeeAnne Gillick, City of Rocklin Interim City Attorney, joined the meeting at 2:27 p.m. Ms. Gillick provided additional background information on the Contos case.

Ms. Gillick left the meeting at 2:49 p.m.

F. REPORT FROM CLOSED SESSION

The Committee reconvened to open session at 2:54 p.m. Ms. Ehrenstrom indicated that no formal announcement is necessary as direction was given to the Program and Claims Administrators for all the claims referenced above.

G. CLOSING COMMENTS

None.

H. ADJOURNMENT

This meeting was adjourned at 2:54 p.m.

Respectfully Submitted,

Corey Shaver, Secretary

Date



**MINUTES OF THE
NCCSIF CLAIMS COMMITTEE SPECIAL TELECONFERENCE MEETING
FEBRUARY 24, 2017**

MEMBERS PRESENT

Jon Hanken, City of Ione
Liz Ehrenstrom, City of Oroville (Chair)
Dave Warren, City of Placerville
Tim Sailsbery, City Willows

MEMBERS ABSENT

Michael Daly, City of Jackson
Natalie Springer, City of Yuba City

CONSULTANTS & GUESTS

Raychelle Maranan, Alliant Insurance Services
Dorienne Zumwalt, York Risk Services
Steven Scott, York Risk Services
Kara Kennedy, York Risk Services

A. CALL TO ORDER

Ms. Liz Ehrenstrom, Chair, called the meeting to order at 1:37 p.m.

B. ROLL CALL

Roll call was made and the above mentioned members were present constituting a quorum.

C. APPROVAL OF AGENDA AS POSTED

A motion was made to approve the Agenda as posted.

Motion: Dave Warren **Second:** Jon Hanken
Ayes: Hanken, Ehrenstrom, Warren, Sailsbery

Motion Carried

D. PUBLIC COMMENTS

No public comments were made.

E. CLOSED SESSION

Pursuant to Government Code Section 54956.95, the Committee recessed to closed session at 1:38 p.m. to discuss the following claims:

Workers' Compensation

1. NCWA-556088 and NCWA-556746 vs. City of Yuba City
2. NCWA-555840 vs. City of Yuba City
3. NCWA-556666 vs. City of Yuba City
4. NCWA-556541 vs. City of Marysville

F. REPORT FROM CLOSED SESSION

The Committee reconvened to open session at 1:51 p.m. Ms. Ehrenstrom indicated that no formal announcement is necessary as direction was given to the Program and Claims Administrators for all the claims referenced above.

G. CLOSING COMMENTS

None.

H. ADJOURNMENT

This meeting was adjourned at 1:51 p.m.

Respectfully Submitted,

Corey Shaver, Secretary

Date



Agenda Item H.

**CSAC EIA WORKERS' COMPENSATION CLAIMS AUDIT
AND YORK'S RESPONSE**

ACTION ITEM

ISSUE: NCCSIF's Workers' Compensation claims were audited by its excess coverage provider in October of 2016. The Executive Summary and recommendations are provided for review and discussion. York's response to the audit and recommendations is also attached.

RECOMMENDATION: Review, accept and file audit and response.

FISCAL IMPACT: None.

BACKGROUND: NCCSIF's Excess Workers' Compensation Coverage provider, CSAC EIA, conducts a claims audit every other year, focused primarily on current or potential excess claims. The most recent audit was conducted in October 2016, by North Bay Associates. The audit report combines results from both NCCSIF and Napa County, a practice CSAC EIA employs to save time and expense. NCCSIF commissions its own audit every other year that encompasses primary and excess claims.

ATTACHMENT(S):

1. Workers' Compensation Claims Audit by North Bay Associates October 2016 (without Section E., Audit Detail)
2. York's Response to audit findings and recommendations dated December 27, 2016



NORTH BAY ASSOCIATES

WORKERS' COMPENSATION

AUDITORS • CONSULTANTS

October 2016

Workers' Compensation Claims Audit

EIA, COUNTY OF NAPA AND NORTHERN
CALIFORNIA CITIES SELF INSURANCE
FUND/ALLIANT INSURANCE

ADMINISTERED BY

YORK INSURANCE SERVICES

PO Box 994 Pioneer, CA 95666 • **PHONE (209) 295-3953** • **MOBILE (209) 256-5201**

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Workers Compensation Claims Audit

October 2016

EIA, COUNTY OF NAPA AND NORTHERN
CALIFORNIA CITIES SELF INSURANCE
FUND/ALLIANT INSURANCE

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NORTH BAY ASSOCIATES

WORKERS' COMPENSATION

AUDITORS • CONSULTANTS

November 11, 2016

CSAC Excess Insurance Authority
Ms. Kathy McLean
Workers Compensation Claims Manager

County of Napa
Mr. Kerry John Whitney
Risk Manager

Northern California Cities Self Insurance Fund/Alliant Insurance Services
Mr. Marcus Beverly

The Workers' Compensation Claims Audit report for October 2016 for these EIA members: County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance administered by York Insurance Services is presented herewith.

We wish to acknowledge the cooperation of the administrator, York Insurance Services, and for providing us with remote access to the claims data.

This report has been simultaneously provided to the administrator. Although all the data had not yet been tabulated in the form seen here, the general findings and preliminary recommendations of this audit were discussed with TPA management during an exit interview.

Since this report deals with employees' injuries, reserves on the claim files, tactics for further handling, and so on, we suggest it be kept confidential.

We hope that this report is self-explanatory; any comments or questions the reader may have are welcome. It has been a pleasure once again to serve County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance and the Excess Insurance Authority.

Respectfully submitted,

NORTH BAY ASSOCIATES

Robert N. Hoyle
Director of Auditing Services

<p style="text-align: center;">Quick Overview</p> <ul style="list-style-type: none">• <i>Executive Summary & Audit Profile (page 4)</i>• <i>Summary of Recommendations (page 6)</i>

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This Report may only be reproduced in its entirety and only by County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance or the EIA. No Third Party Administrator may reproduce it or any part of it or quote from it with or without the permission of County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance.

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A. INTRODUCTION

THIS is the Workers' Compensation Claims Audit report for October 2016 for these EIA members: County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance.

1. Goals of the Claims Audit.

- ❖ Gather and present statistical data relating to the administration of the members' workers' compensation claims from November 2014, to date.
- ❖ Focus on those claims constituting the bulk of the outstanding reserves, and claims involving key issues and a representative sample of each entity's files.
- ❖ Present and explain industry standards, Division of Workers' Compensation Audit Unit standards, and CSAC/EIA standards and goals.
- ❖ Compare audit findings to the standards, and to prior audits, noting strengths and weaknesses.
- ❖ Recommend ways to meet standards and to reach goals.

2. Report Organization.

This report contains twelve audit areas beginning at Section E, page 9. Each has an introduction, point-by-point discussion, and summary and recommendations. Data is presented in as many as four different ways for clarity and for different depths of detail.

First, for an overview, are the Executive Summary and Audit Profile on pages 4 and following. These summarize strengths and weaknesses in the major audit areas. The overall Audit Score is provided along with a comparison of results to the prior audit.

Second, for detailed data and explanation, each numbered paragraph delves into a particular audit item. Each point is explained and audit findings are compared to standards. Comments about any particular claim file are often amplified by "Summary Memos." These can be found in the *Addendum* at Tab Three in order by NBA number.

Third, the Audit Data numerically restates the same data shown in the text. The

Audit Data is the engine that drives this audit. It is located in the *Addendum* at Tab Four.

Fourth, the Audit Profile augments key audit areas with a graphical view of the data. The audit points are explained in the audit area to which each refers and the Audit Profile can be found in Tab Four of the *Addendum* along with the Audit Score.

The *Addendum* contains statistical and other essential data. In brief, the *Addendum* includes the following:

Tab One: Full list of claims audited, sorted by NBA#. These lists may be used to identify claimants; to maintain confidentiality, the body of this report refers only to NBA#'s. If a particular claimant is not on your list, it means that is not your employee.

Tab Two: The Reserve Summary reports on the dollar amounts of reserve changes recommended. Reserve Work Sheets provide the detail behind the Reserve Summary report and are located here. The Excess Report shows all excess cases in the sample.

Tab Three: Individual Summary Memos. These are left on certain files for the benefit of the examiner where some issue was pending or where guidance was appropriate. Some explain a definite shortcoming in a file and offer recommendations for further handling. Others offer suggestions on files that are being correctly handled. Not every file audited has a Memo. Since many Memos detail specific recommendations for further file handling, we recommend the client follow up to be certain the administrator acts on these Memos and recommendations. We always encourage the examiners to discuss these Memos with us. In this case, the manager chose to discuss some of the Memos and the points raised therein.

Tab Four: The Audit Profile and Audit Data with the Audit Score are here.

3. Audit Sample.

The sample used to develop the data for this audit was taken from a loss run of open indemnity cases provided to us by York Insurance Services. The sample consisted of 96 files, or 15.1% of the total open inventory of indemnity files. The sample is a carefully selected and structured sample rather than a random sample. It is weighted in favor of claims with significant potential and claims containing certain key issues. This is called the "dollar value" sampling technique. But we also spread the sample to include the work of all the entities and examiners, to look at files newly opened since the last audit.

Not all audit queries apply to each case in the sample. Some points apply to the beginning stages of a file, while others pertain only to the end. Claims activity during this audit period is the determining factor. Except for historical comparisons, we read but do not consider for audit purposes activity prior to the last audit.

B. EXECUTIVE SUMMARY

The October 2016 workers' compensation audit for these EIA members: County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance was begun on 10/10/2016. It covers file activity from 11/01/2014, the date of the last audit.

The Audit Data shows an overall composite score of 83.4%. The prior audit showed a composite score of 84.3%. Most audit areas did not show a significant change one way or the other from the previous audit. Notable areas showing improvement include **Initial Employee Contact** from 68.5% to 84.4%, and **File Balancing** from 78.3% to 90.0%. An area scoring lower than the previous audit is **Permanent Disability Payments** from 91.4% down to 82.4%. Areas that remain well below standard include **Timeliness of Benefit Notices, Excess Reporting, and Claim Diaries**. Areas of strength include **Investigation of Questionable Claims, Litigation Management, Finalization, and Reserving**.

The graph below entitled "Audit Profile," lists many of the most important audit points; this graph is printed full size at Tab Four, as is a version with more data showing a performance percentage for each.

Line	Audit Point	Files	Yes %	Percent Bar
1.1	Investigated if Necessary	16	100%	
1.2	Correct Compensability Decision	16	100%	
1.4	Decision Timely	16	100%	
2.1	Prompt Contact with Employee	45	84%	
3.1	Timeliness of First Payment	40	100%	
3.4	Permanent Disability Payments	34	82%	
3.7	File Balancing	70	90%	
4.1	Case Plan Appropriate	96	94%	
4.2	Apportionment Pursuit	21	100%	
6.2	Use of Defense Atty. Appropriate	33	100%	
7.1	Continuous Finalization Efforts	89	94%	
7.2	Correct Settlement Valuation	36	97%	
8.3	Reserves Revised Appropriately	88	94%	
9.1	Prompt Excess Reporting	23	78%	
10.1	Prompt & Effective Subrogation	9	89%	

In summary, the most important strong points are:

Investigating and deciding on claim compensability. This is an examiner's prime function. This threshold series of points shows recognition of questionable claims with timely and appropriate investigation.

Finalizing the cases. Disposing of each case fairly and with all due speed is in the interest of everyone. Most claims were kept moving toward timely resolution.

Reserving sufficient funds to pay each case. This ensures the self-insured's financial viability and in general reserving was timely and adequate.

A notably weak point is:

Claim Diary Reviews. Targeted time frames for examiner and supervisor diaries are not being met.

Some important points that need improvement are:

Paying permanent disability benefits accurately and timely. Several claims showed untimely initiation of permanent disability advances.

Communication with the injured employees. This helps ensure a large degree of control over the claims process. The frequency of such employee contact remains below standard.

Claim Diary Reviews. Timely diary reviews help keep issues that need to be addressed updated and acted upon. Diary reviews are not occurring on a consistent basis within the EIA standards.

Summarized recommendations for further improvement begin on the next page.

C. SUMMARY OF RECOMMENDATIONS

Recommendations are compiled here to provide a summary and to provide convenient reference. To be fully understood, the recommendations should be considered in the context of the audit detail.

- We recommend that the EIA employee contact standards be reviewed and more vigorously enforced. Please see page 12.
- We recommend review of and ensuring that permanent disability advances are timely commenced when required. Please see pages 14 and following.
- We recommend reviewing the reasons for late issuance of required benefit notices and implementing necessary steps to effect improvement in this area. Please see pages 18 and following.
- We recommend review of the EIA reporting requirements and ensuring that reporting meets those requirements. Please see pages 32 and 33.
- We recommend timely claim diary reviews consistent with the EIA established standards. Please see page 37.

We suggest that the employers, the EIA and York Insurance Services set priorities and adopt a timetable for implementing these recommendations.

D. ORGANIZATIONAL INFORMATION

The workers' compensation claims of County of Napa and Northern California Cities Self Insurance Fund/Alliant Insurance continue to be handled by York Insurance Services. The manager in immediate charge of these claims is Mr. Ben Burg.

1. Claims Examiner's Caseload.

A reasonable industry standard is 150 to 165 open indemnity files based on "future medical" files counted at a ratio of 2:1 relative to other indemnity files. Examiners with a combination of too many files or too little support have no time for regular communication with their clients' injured employees, consulting with the client on significant cases and developments, and continuing their training. Therefore, the whole picture must be evaluated.

The following table shows the examiner's workload, experience, and certification as reported by York Insurance Services. Self Insurance Plans, a state agency, certifies workers' compensation examiners by a one-time test. The Insurance Education Association has an extensive certification program.

	Workload †		Experience ‡		Certification	
	This Account	All Accounts	This Account	Total	SIP	IEA
Sara Marshall	123	123	4yrs	4yrs	Y	N
Kara Kennedy	59	125	10yrs	16yrs	Y	N
Cristal Rhea	48	136	2yrs	20yrs	Y	Y
Teresa Utterback*	89	180	15yrs	31yrs	Y	Y
Christine Stillwell (FM)*	192	329	12yrs	21yrs	Y	Y
Kristin Maddox (FM&MO)*	134	275	<1yr	<1yr	N	N
Total	645					

† All Indemnity Files ‡ As an Examiner

*These examiners handle claims for both accounts.

1.1 Claims Assistant's Duties.

The most common duties of the examiner's principal assistant, whatever the actual job title, may include: doing a triage to separate MO's from indemnity and urgent indemnity from normal indemnity files; controlling and paying ongoing temporary and permanent indemnity payments; calculating and paying Awards; paying medical bills on both indemnity and MO files; and data input.

Here, a clerical pool system is used; the assistants' duties include TD and PD payments, and data input.

1.2 Findings, Summary and Recommendations.

One examiner's caseload exceeds the recommended EIA standard while the other examiner caseloads fall well within the standard. This should be looked at to determine if a more even distribution can be achieved such that none of the examiner caseloads exceed the standard. Otherwise, each member's program is adequately staffed with experienced personnel.



York Risk Services Group
P.O. Box 619058
Roseville, CA 95661-9058

December 27, 2016

Marcus Beverly – Alliant Insurance Services via email
Kathy McLean & Suzanne Nutter – CSAC-EIA via email

Re: Response to Audit Results for NCCSIF – North Bay Associates

Dear Mr. Beverly, Ms. McLean, and Ms. Nutter:

This letter is in response to the North Bay Associates audit report dated November 18, 2016 for EIA and its member NCCSIF. We are disappointed in our overall score of 84% which is a slight improvement of our last audit. We are pleased that we received an audit score of 95% to 100% in 29 categories such as compensability decisions, investigation, litigation management, finalization efforts, and reserving. Please accept the following plan on how we intend to improve in the recommended areas as well as maintain the positive results as indicated in the audit.

The overall score was largely impacted by the categories of diaries, late benefit notices, untimely excess reporting and ongoing employee contacts. The following in blue are excerpts from the Claims Audit Report that outline the auditor's recommendations. Each section in blue is followed by our action plan, in black, in response to same:

We recommend that the EIA employee contact standards be reviewed and more vigorously enforced.

Ongoing employee contact requirements are reviewed with the team on a regular basis during team huddles as well as during the monthly office wide huddles that occur on the 2nd Tuesday of every month. Claim Assistants are sending reminders to the Claims Examiners every 28 days while the injured worker is receiving temporary disability or LC 4850 benefits. Documentation of ongoing employee contact is also being reviewed by the Supervisor.

We recommend review of and ensuring that permanent disability advances are timely commenced when required.

Permanent disability is to be addressed at the time temporary disability is terminated or when identified. All Claims Examiners attended a York webinar on 12/5/16 that reviewed the time requirements to initiate

Permanent Disability benefits as well as when these benefits are not due. On 10/26/16, all Claims Examiners attended a webinar that reviewed the procedures in calculating the proper Permanent Disability rates. These lessons are reinforced during huddles and during supervisor reviews.

We recommend reviewing the reasons for late issuance of required benefit notices and implementing necessary steps to effect improvement in this area.

We reviewed this recommendation and determined the late issuance of benefit notices was isolated to a particular Claim Assistant. Immediate training with the Claims Assistant focused on the time sensitivity of the required DWC benefit notices. The Claims Examiners will also identify and report any such delays in the issuance of the notices.

We recommend review of the EIA reporting requirements and ensuring that reporting meets those requirements.

We understand the importance of complying with the EIA reporting requirements and have reviewed these requirements with the team. The Claims Examiners will address if a reporting condition has been met in every diary review. If the condition has been met, the Claims Examiners will report the claim to excess within five days as well as issue subsequent reporting. The Supervisor is also responsible for assuring timely reporting and this is included in regular diary reviews by supervisor.

We recommend timely claim diary reviews consistent with the EIA established standards.

We believe that most of the recommendations noted above can be improved through regular diary reviews consistent with the EIA standards. Management emphasis of diary reviews has been communicated with the claims team. To strengthen performance of this important category, weekly check-ins are taking place with each examiner and supervisor by the Vice President to ensure the reviews are timely. These weekly reviews are used by management to identify any diary management needs. In addition to working with Claims Examiners and Supervisors on maintaining diary reviews, we are also recognizing those who are staying on diary.

We appreciate our partnership with Northern California Cities Self Insurance Fund (NCCSIF) in administering workers compensation benefits to their injured employees. We are dedicated to the implemented changes and look forward to fulfilling our commitment in providing excellent service to NCCSIF. Please let us know if you have any questions or need additional information.

Sincerely,

Jeff Ponta
Vice President
Workers' Compensation Claims

cc: Bettina Hooper
Dori Zumwalt



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Claims Committee Meeting
March 23, 2017**

Agenda Item I.

ROUND TABLE DISCUSSION

INFORMATION ITEM

ISSUE: The floor will be open to the Committee for discussion.

RECOMMENDATION: None.

FISCAL IMPACT: None.

BACKGROUND: The item is to the Claims Committee members for any topics or ideas that members would like to address.

ATTACHMENT(S): None.