



New Jersey Schools Insurance Group
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Board of Trustees Meeting of May 17, 2023 IT Report

Claims Intake

The IT department has been working with the claims department to develop an internal process for claims intake. We are aiming to rollout this process in July 2023. NJSIG will manage all incoming calls reporting claims. All claim details will be noted through phone interviews and all information will be entered into our claims management system. The intake staff have a provider search tool that will be used to provide claimants an approved medical provider or facility if medical treatment is needed. We have automated some of the internal workflow processes between the intake and the claim setup. We hope this improves the claims reporting experience for our members and our claims staff.

Mitchell Electronic Billing

We have been live with the Mitchell (Pharmacy) electronic billing since April 1st. We have been pleased with the results to date. We are looking forward to bringing other vendors onboard with this same process.

PeopleSoft Surplus Return Project

The IT and Accounting departments are working through the surplus return project with our PeopleSoft consultant, Cherry Road. We have had multiple meetings with Cherry Road to discuss the project requirements, and they have provided a statement

of work. The goal is to have this project implemented, tested, and ready for production by July 1, 2024.

Server hardware upgrade

The IT department will be upgrading our ESX servers between June and July 2023. These servers are what run our entire virtual server and network environment. This is standard proactive, preventative maintenance to prevent any outdated and unsupported hardware equipment.

Jeffrey Cook
Information Systems Manager